



# POLICIES & PROCEDURE MANUAL

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# History of Policy

**International Business & Technical College**, formerly known as *IT Job Training Center*, established its Policies & Procedures Manual in 2010, which has undergone several revisions and reviews to ensure relevance and compliance. The document is continuously reviewed on a periodic basis, with the latest revisions approved by Executive Management in 2022 and endorsed by the Governing Council in 2024. This manual serves as a comprehensive guide for employees, stakeholders, and students, outlining the college's policies and procedures.

# About Us

Since its inception in 2008, our institution has been a prominent figure in Papua New Guinea's educational landscape. Originally established as IT JOB TRAINING CENTER Ltd, we have successfully played a pivotal role in providing quality education and training. Recognized and endorsed by the National Training Council under accreditation number 157, our commitment to excellence has been unwavering.

## Mission and Vision of IBT College

In our pursuit of continuous improvement and alignment with DHERST high education standards, we are proud to announce our rebranding to International Business and Technical College (IBTC) in 2023. This strategic shift reflects our dedication to upgrading our services and emphasizes our future goal of providing modern technical courses. At IBTC, our mission is to be a beacon of innovation, support, and educational excellence, empowering individuals for success in a rapidly evolving global landscape.

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# **SECTION 1 - INTRODUCTION**



## 1.1. Welcome to IBT College Policies and Procedures Manual

This manual serves as a guide for all employees of IBT College, outlining the fundamental principles and standards that govern the organization's administrative functions. It ensures consistency, efficiency, and compliance with regulatory requirements.

The policies and procedures in this document uphold the values and mission of IBT College, providing a framework for effective management and operation. Adhering to these guidelines helps maintain high standards of excellence, student support, and operational efficiency.

This document is a living document, subject to periodic review and updates. All staff and faculty members are responsible for familiarizing themselves with its contents and adhering to the outlined policies and procedures.

## 1.2. Mission and Vision Statement

At IBT College, we stand as a beacon of innovation and excellence in business and technology education. Our vision is to equip learners with practical skills, adaptability, and resilience to thrive in a dynamic world. We aspire to continuously advance our offerings, promoting lifelong learning and higher education, and to be recognized as a catalyst for personal growth, professional success, and positive societal impact.

Building upon our legacy as IBT College, our mission is steadfast: to promote innovative and effective learning methods with a focus on competency, practical and technical utility. We are dedicated to fostering employable skills, encouraging independence, and delivering comprehensive training. Moreover, we are resolutely committed to the pursuit of higher education standards, enhancing our offerings to empower every one of our trainees with the knowledge and capabilities needed to shape a brighter future for themselves and their communities, now and in the pursuit of advanced academic achievements.

## 1.3. Institutional Core Values

- **Student Success:** Helping students discover their paths.
- **Excellence:** Always aiming for the best.
- **Inclusiveness:** Working together and celebrating differences.
- **Community:** Building relationships and helping others.
- **Intellectual Freedom:** Exploring knowledge without fear.
- **Innovation:** Encouraging new ideas and creativity.
- **Sustainability:** Using resources wisely for a better future.

These values guide the institution in supporting students, maintaining high standards, embracing diversity, fostering community, encouraging learning and creativity, and promoting sustainability.

## 1.4 IBT College Policies and Procedures Manual

This document is intended to be a living document, subject to periodic review and updates to reflect changes in regulatory requirements, best practices, and organizational needs. It is the responsibility of all staff and faculty members to familiarize themselves with the contents of this document and to adhere to the policies and procedures outlined herein.

### **Purpose**

The purpose of this policy is to establish guidelines and standards for the consistent and efficient execution of administrative tasks at International Business & Technical College (IBT College). By defining clear procedures and responsibilities, this policy aims to ensure that administrative functions are conducted in a manner that upholds the values and mission of IBT College.

Additionally, this policy is designed to ensure compliance with all relevant legal and regulatory requirements. By adhering to these guidelines, IBT College seeks to maintain a high standard of integrity, accountability, and professionalism in its administrative practices.

### **Scope**

This policy applies to all Faculties, Administration Support Staff, Security Guards, Janitors, Heads of Departments, Managers, Directors, Contracts, and Volunteers who perform administrative tasks on behalf of International Business & Technical College.

### **Policy**

#### **Policy Statement**

International Business & Technical College (IBT College) is dedicated to upholding the highest standards of professionalism, ethics, and efficiency in the execution of the given roles and responsibilities.

IBT College recognizes the importance of effective administration in ensuring the smooth operation of the institution and the achievement of its goals. Therefore, it is our policy to conduct all administrative functions with integrity, transparency, and accountability.

#### **In line with this commitment, IBT College will:**

- 1) Ensure that all administrative tasks are performed in accordance with established policies and procedures.
- 2) Provide adequate training and resources to staff to enable them to carry out their duties effectively.
- 3) Maintain accurate and up-to-date records of all administrative transactions.
- 4) Comply with all relevant legal and regulatory requirements governing administrative practices.

- 5) Continuously review and improve administrative processes to enhance efficiency and effectiveness.

## **Objectives**

The objectives of this policy are:

- 1) Ensure all tasks meet legal and DHERST regulatory requirements.
- 2) Maintain accurate and up-to-date records.
- 3) Perform tasks efficiently.
- 4) Provide a clear decision-making framework.
- 5) Optimize resource use.

## **SECTION 2: GOVERNANCE AND ADMINISTRATION**

## 2.1. Terms Of Reference Of Governing Boards

### 1. PURPOSE

The Board has the final responsibility for the successful operations of IBTC. In general, it is responsible for, and has the authority to determine, all matters relating to the policies, practices, management, and operations of IBTC. It is required to do all things that may be necessary to be done in order to carry out the objectives of the IBTC. In carrying out its governance role, the main task of the Board is to drive the performance of the IBTC.

The six essential elements of governing are:

- 1) Providing guidance and direction
- 2) Establishing standards of organizational conduct
- 3) Providing oversight of all organizational performance
- 4) Protecting the best interests of the IBTC
- 5) Ensuring the financial sustainability of the IBTC
- 6) Having knowledge of stakeholder expectations, needs, concerns, interests and wants

A primary responsibility of the Governing Board is to foster the long-term success of IBTC consistent with the Board's responsibilities to those it serves.

The Board has the responsibility to oversee of the organization and to guide and direct management, which is responsible for the day-to-day conduct of business. In performing its functions, the Board also considers the legitimate interests which others such as members, employees, business organizations have in the IBTC. In supervising the conduct of the institution, the Board will set the standards of conduct for the institution and ensure the safety of its operations.

### 2. PROCEDURES AND ORGANIZATION

- a) The Board operates by delegating to management certain of its authorities, including spending authorizations, and by reserving certain powers to itself.
- b) The Board retains the responsibility for managing its own affairs including: selecting the Chair, Vice-Chair and the Treasurer;
  - nominating candidates for election to the Board;
  - providing guidance to the Nominating Committee regarding the criteria they should consider in making their recommendations to the Board;
  - Constituting committees of the Board.
- c) The Board may constitute, seek the advice of, and, delegate duties and responsibilities to committees of the Board.

### **3. DUTIES AND RESPONSIBILITIES**

#### **3.1 Selection of Management**

The Board has the responsibility:

- a) to appoint and replace the Managing Director; to monitor his/her performance; to approve the Managing Director's compensation and to provide advice and counsel to the Managing Director in the execution of the Managing Director's duties;
- b) To ensure that plans are made for management succession and development.

#### **3.2 Monitoring and Acting**

The Board has the responsibility:

- a) To monitor the organization's progress towards its goals, and to revise and alter its direction through management in light of changing circumstances.
- b) To approve the budget and any expenditures that deviate materially from the approved budget.
- c) to identify the principle risks of the organization's and take all reasonable steps to ensure the implementation of appropriate systems to manage these risks; and
- d) To direct management to ensure that systems are in place for maintaining the integrity of and implementing the organization's internal financial control and management information systems.

#### **3.3 Strategy Determination**

The Board has the responsibility:

- a) To review, with management, the mission of the organization, its objectives and goals, and the strategies by which it proposes to reach those goals; and,
- b) To review progress in achieving the goals established in the strategic plans.

#### **3.4 Policies and Procedures**

The Board has the responsibility:

- a) To develop, approve and monitor compliance with all major policies which govern the IBTC's operations; and
- b) To direct management to implement systems designed to ensure that the organization operates at all times within applicable laws and regulations, and to the highest ethical and moral standards.

#### **3.5 Compliance Reporting and Corporate Communications**

The Board has the responsibility:

- a) To ensure that the financial results are reported fairly and in accordance with generally accepted accounting principles;

- b) To ensure timely reporting of any other developments that have a significant and material effect on the performance of IBTC and as required under the terms of reference of the organization's charter.
- c) To report annually to its members on the Board's stewardship for the preceding year; and
- d) To ensure that the organization has in place a policy to enable the organization to communicate effectively with its members and or those it serves.

#### **4. GENERAL LEGAL OBLIGATIONS OF THE BOARD OF DIRECTORS**

4.1 Directors are under a fiduciary' duty to the organization to carry out the duties of their office:

- a) Honestly and in good faith;
- b) In the best interests of the organization; and,
- c) With the care, diligence, and skill of a reasonably prudent person.

4.2 Directors have specific statutory duties and obligations under employment, and financial reporting law as well as under the withholding provisions of taxation law.

### **2.2. Meetings**

The Board of Directors shall meet a minimum of four times per year as scheduled. Additional meetings may be scheduled on a needs basis to enable the Board to operate successfully under its Charter. The Board meetings can be undertaken face-to-face, or online.

### **2.3. Committees**

The Committees are permitted to decide many matters on behalf of the Board, and on other matters, the Board seeks advice from the Committees before decisions are reached. The Board of Directors will receive information, advice, and recommendations by way of comprehensive reports, analyses, and supporting papers.

The IBTC has six (6) working committees as listed:

1. Academic Committee
2. Policy Advisory Committee
3. Audit Committee
4. Hiring Committee
5. Professional service and training Committee
6. Staff Grievance Committee
7. Student misconduct and appeal committee
8. Finance Committee

### 2.3.1. Academic Committee

a) **Purpose**

The Academic Committee is responsible for the governance and management of the academic affairs of IBTC. It sets in place the academic governance framework and oversees the establishment, maintenance and development of quality assurance policies and procedures for all its educational programs within IBTC.

b) **Membership**

The Academic committee is made up of 4 members. The Academic Committee is appointed by the Governing Council. Elected members serve for a term of three years, with the possibility of further terms. Depending on the agenda, others may be invited to be present for part, or all, of a meeting.

c) **Responsibilities**

- Review the academic and other related activities of the IBTC;
- Review the students and the programs offered;
- Prepare and review Academic calendar and class routine for IBTC;
- This committee also formulates the guidelines, rules and regulations of all academic affairs of the IBTC.
- To oversee and assure the quality and standards of academic matters in IBTC.
- To plan, co-ordinate, develop and supervise the educational work of the College, maintaining high academic standards and safeguarding the educational ethos of the IBTC.
- To make recommendations for the awards of scholarships, prizes, bursaries and other awards which recognizes academic excellence.
- To exercise related functions which will facilitate the administration of the academic affairs of the IBTC.

d) **Meetings**

The Academic Committee will meet on twice a year or as and when required.

e) **Quorum**

At a meeting of the Committee, a quorum is constituted by three of the members. Where quorum is lost due to conflicts of interest, the Chair may choose to hold a matter over or adjourn the whole meeting.

f) **Reporting Procedures**

The Chair will provide a written report to the Governing Council on the outcomes of matters considered by the Committee. The report will be considered at the first meeting of Council held after the Committee meeting.



### 2.3.2. Policy Advisory Committee

#### a) Purpose

The Committee will conduct an assessment of Policy Instruments. The Committee shall draw up opinions and recommendations for submission to the Governing Council on any matters concerning IBTC policy

#### b) Membership

The Policy Advisory committee is made up of 4 members.

#### c) Responsibilities

- Assess whether and what type of new Policy Instrument is needed or whether the policy need can be achieved by modifying or clarifying existing Policy Instruments.
- Ensure that Policy Instruments are aligned as far as possible with operational practicalities and that potential operational gaps are identified.
- Assess the Policy Instrument for consistency or conflict with legislation, the Policy Framework and Procedures, as well as other existing Policy Instruments, regulations and collective agreements.
- Determine coherence and consistency with the established template and format.
- Provide feedback regarding the implications of proposed policies, including impact on students, faculty and staff, as well as potential risks, costs and operational requirements, and make recommendations regarding possible areas for consideration or change.

#### d) Quorum

At a meeting of the Committee, a quorum is constituted by three of the members. Where quorum is lost due to conflicts of interest, the Chair may choose to hold a matter over or adjourn the whole meeting.

#### e) Meetings

The Policy Advisory Committee will meet as and when required.

#### f) Reporting Procedures

The Chair will provide a written report to the Governing Council on the outcomes of matters considered by the Committee. The report will be considered at the first meeting of Council held after the Committee meeting.

### 2.3.3. Audit Committee

**a) Purpose**

The Audit Committee is established to provide oversight of the financial reporting process, the audit process, the institution's system of internal controls and compliance with laws and regulations.

**b) Membership**

The Audit Committee is made up of 4 members.

**c) Responsibility**

- i. To assess and provide the Governing Board with an opinion on the adequacy and effectiveness of the IBTC's audit arrangements, framework of governance, risk management and control, processes for the effective and efficient use of resources, the solvency of the IBTC and the safeguarding of its assets.
- ii. To advise the Governing Board on the appointment, reappointment, dismissal and remuneration of the financial statements and regulatory auditors and other assurance providers.
- iii. To advise the Board on the scope and objective of the work of the internal audit and the financial statements auditor.
- iv. To consider and advise the board on the audit strategy and annual internal audit plans.
- v. To produce an annual report for the Board. The annual report must summarize the Committee's activities relating to the financial year under review, including any significant issues arising up to the date of preparation of the report.

**d) Quorum**

At a meeting of the Committee, a quorum is constituted by three of the members. Where quorum is lost due to conflicts of interest, the Chair may choose to hold a matter over or adjourn the whole meeting.

**e) Meetings**

The Audit Committee will meet on quarterly basis.

**f) Reporting Procedures**

The Chair will provide a written report to the Governing Council on the outcomes of matters considered by the Committee. The report will be considered at the first meeting of Council held after the Committee meeting.

### 2.3.4. Hiring Committee

**a) Purpose**

The principal objective of the Hiring Committee is to collaborate to determine who to hire as a new employee.

**b) Membership**

The Hiring Committee is made up of 4 members.

**c) Responsibilities**

- i. Screening of applications
- ii. Interviewing and grading candidates
- iii. Assessment of candidates
- iv. Recommendations of potential candidates to Governing Board

**d) Quorum**

At a meeting of the Committee, a quorum is constituted by three of the members. Where quorum is lost due to conflicts of interest, the Chair may choose to hold a matter over or adjourn the whole meeting.

**e) Meetings**

The Hiring Committee will meet as and when required.

**f) Reporting Procedures**

The Chair will provide a written report to the Governing Council on the outcomes of matters considered by the Committee. The report will be considered at the first meeting of Council held after the Committee meeting.

### 2.3.5. Student Discipline & Appeal committee

**a) Purpose**

The Student Appeal Committee (SDC) is responsible for facilitating a supportive campus environment and promoting professional attitudes in and responsible behavior by students to create a positive learning environment at IBTC.

**b) Membership**

The student Appeal committee is made up of four members:

- i. Chair;
- ii. Two senior members of the College's staff; and
- iii. A student member, nominated by the Student's Union.

Where appropriate to the case, one senior member of the College staff may be replaced on the Committee by another member, who is external to the College.

**c) Responsibilities**

The Student Appeals Committee will:

- i. provide an avenue of appeal for students in relation to complaints or disciplinary matters;
- ii. promote and ensure the application of the principles of procedural fairness and confidentiality in relation to all Committee matters; and
- iii. Promote quality improvement in policies and procedures related to complaints and disciplinary matters.

The Student Appeals Committee will undertake the following functions:

- i. Hear, consider, and make determinations on appeals made by students arising out of formal complaints, as per the Complaints Policy - Students;
- ii. hear, consider, and make determinations on appeals made by students in relation to disciplinary matters;
- iii. determine detailed policies and procedures to govern its own operations and improve general operations and impact for students; and
- iv. Make recommendations for improving the IBTC's policies, procedures and operations that impact students.

**d) Member's Attendance**

If a member has three consecutive unexplained absences from Student Appeals Committee meetings the Chair will discuss with the Governing Board on their future participation as a member of the committee.

**e) Term of Office**

- i. The Chair will serve for the term of their tenure.
- ii. The nominated staff member will serve for a two (2) year period from the date of appointment and is eligible for reappointment.
- iii. The nominated student(s) will serve for the term of office as a student member on Academic Board.

**f) Quorum**

At a meeting of the Committee, a quorum is constituted by three of the members. Where quorum is lost due to conflicts of interest, the Chair may choose to hold a matter over or adjourn the whole meeting.

**g) Meetings**

The Student Appeals Committee will meet as required. Meetings will be conducted either face-to-face.

**h) Member Conduct**

Professional conduct of members is expected at all times. The Chair may call members to order as required. Items of discussion must be treated with confidentiality as appropriate by members.

**i) Conflict of Interest**

Where a member has an actual, potential or perceived conflict of interest regarding an agenda item, they must declare this to the Chair at the commencement of discussion of the item, and be prepared to excuse themselves from the discussion, or the room, if required.

**j) Reporting Procedure**

- i. The Committee will provide a de-identified report on its proceedings to Governing Board. Such reports will note the general nature of the complaints and disciplinary matters, which were the subject of appeal, and whether or not the appeals were upheld.
- ii. All matters related to appeals heard by the Student Appeals Committee are confidential and will be held in a limited access central database and disposed of in accordance with the IBTC's Records and Information Management Policy and Procedure.

### **2.3.6. Staff Grievance Committee**

**a) Purpose**

The committee is committed to providing a productive and conducive work environment where grievances are dealt with fairly and promptly. It aims to facilitate a work culture where no grievance exist and also help in improving performance and productivity of the concerned staff of the Institute.

**b) Membership**

The Staff Grievance Committee is made up of 4 members.

**c) Responsibilities**

- i. The Grievance Committee shall consider all grievances submitted in writing by an individual member of the Faculty and Staff regarding employment, working conditions and any other alleged injustice done to an employee while discharging his duties at the Institute.
- ii. The Grievance Committee shall have access to all files or otherwise relevant to the individual's grievance, subject to approval of Competent Authority.
- iii. The Committee shall study the petition and after looking into the relevant documents discuss with those concerned and submit its recommendations and report to the Governing Board as expeditiously as possible.
- iv. In case of any difficulty, the Grievance Committee shall have discussion with the Governing Board/Chairman before a decision is taken.

- v. The final settlement of any grievance shall be made within a reasonable period after the recommendations are submitted to the governing board by the Grievance Committee.

**d) Quorum**

At a meeting of the Committee, a quorum is constituted by three of the members. Where quorum is lost due to conflicts of interest, the Chair may choose to hold a matter over or adjourn the whole meeting.

**e) Meetings**

The Staff Grievance Committee will meet on need basis.

**f) Reporting Procedures**

The Chair will provide a written report to the Governing Council on the outcomes of matters considered by the Committee. The report will be considered at the first meeting of Council held after the Committee meeting.

### 2.3.7. Professional Services and Training Committee

**a) Purpose**

To initiate, maintain and sustain a consistent strategic overview of all aspects of the professional development portfolio

**b) Membership**

The Professional Service and Training committee is made up of four members.

**c) Responsibilities**

The Professional Development Committee has been established as a standing committee, reporting to the Board. The Committee was created to ensure that all IBTC's professional development activities – initially focusing on IBTC's qualifications, and the Training & Development programme – are strategically aligned with the IBTC's professional development framework, and offer value for money, high-quality opportunities for our members.

**d) Quorum**

At a meeting of the Committee, a quorum is constituted by three of the members. Where quorum is lost due to conflicts of interest, the Chair may choose to hold a matter over or adjourn the whole meeting.

**e) Meetings**

The Professional service and training Committee will meet twice a year.

f) **Reporting Procedures**

The Chair will provide a written report to the Governing Council on the outcomes of matters considered by the Committee. The report will be considered at the first meeting of Council held after the Committee meeting.

### 2.3.8. Finance Committee

a) **Purpose**

The purpose of the Finance Committee is to advise the Board in fulfilling its obligations and oversight responsibilities relating to financial planning of the institute.

b) **Membership**

The Finance committee is made up of four members.

c) **Responsibilities**

Subject to the powers and duties of the Board, the Finance Committee will perform the following duties.

- i. To review and provide recommendations to the Board regarding annual budgets developed by Administration including recommendations with respect to tuition and other fees. I
- ii. To review quarterly budget-to-actual reports provided by Administration.
- iii. To review and make recommendations to the Board regarding the approval authorized signing officers in respect of all banking and make recommendations to the Board in respect of banking services.
- iv. To review the investment management activities of the institute.
- v. To review compliance with applicable tax requirements.
- vi. To review and make recommendations to the Board regarding policy issues relating to operating budgets and capital expenditures.

d) **Quorum**

At a meeting of the Committee, a quorum is constituted by three of the members. Where quorum is lost due to conflicts of interest, the Chair may choose to hold a matter over or adjourn the whole meeting.

e) **Meetings**

The Finance Committee will meet quarterly in a year.

f) **Reporting Procedures**

The Chair will provide a written report to the Governing Council on the outcomes of matters considered by the Committee. The report will be considered at the first meeting of Council held after the Committee meeting.

## 7. Review

The Terms of Reference and the functions of the committees will be subject to a periodic self- review to ensure that it is operating effectively and fulfilling its functions and to guarantee continuing relevance. At the end of the 12-month period the committee will undertake the self-evaluation of performance.

## 2.4. Student Protection Plan

### Purpose

At IBT College we hold student's central to our organization as such this plan will set out the measures IBT College will take to protect student and prospective student interest and ensure continuation of studies. This Student Protection Plan has been developed in line with guidance from the DHERST and the Higher Education and Research Act 2020 to protect students' interests in the case of material change, e.g., programme changes, suspensions, closures, or institutional closure.

### Policy

To support and ensure ongoing transparency in this process we will continue to include student consultation and representation in our own decision-making.

We are committed to communicating any changes to you as early as possible, setting out clear information and options. We will take all reasonable steps to minimize disruption and to enable you to complete your studies as intended. However, where this is ultimately not possible you may, for example:

- be offered the opportunity to move to another programme.
- be offered a modified version of the same programme.
- be provided with assistance to switch to a different provider.
- be offered a financial refund and/or compensation (for cases where it is not possible to preserve the continuation of study or where study is disrupted) in accordance with our Refund and Compensation Policy available in our admission terms and conditions.

### Scope

Where you are required to transfer programme, or move to another provider, there may be implications for your student finance arrangements. If you are affected, the Head of College will contact you and provide detailed information, advice and guidance based on this Plan, the Student Contract and the Refund and Compensation Policy taking account of your individual circumstances.

Where decisions are required on individual or collective circumstances, brought about by certain events outlined in this Student Protection Plan, the Governing Body will convene the Student Contingency Panel, consisting of senior staff, members of the Board of Governors and Student Representatives, to assess the circumstances and recommend action to be taken. You will be informed of the timing of this Panel meeting and any decisions taken within 24 hours of the completion of the Panels' assessment.

This Student Protection Plan in line with guidance from the DHERST and the Higher Education and Research Act 2020 serve to protect students interests and detail the steps we would take where significant material changes had to take place affecting the quality and/or continuation of your study, such as (but not limited to):

- disruption of programme delivery.



- the unanticipated departure of key members of staff.
- the cessation of programme delivery, likely cessation, or change of delivery mode.
- major changes in year to programme content.
- changes to regulatory framework affecting a specific programme and loss of accreditation from regulatory bodies.
- a decision to close IBT College or part of IBT College.

## Procedures and Guidelines

This Plan applies to Higher Education students studying at IBT College.

IBT College will review this Plan at least annually, in consultation with Student Representatives, and update and amend as required. We also reserve the right to amend this Plan from time to time based on legal or regulatory change affecting you or us or best practice in the higher education sector.

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## Risk Levels

IBT College Risk and Compliance Panels carry out assessment to decide how likely significant material changes, that may impact the continuation of the business and/or the academic delivery of a programme, are to occur. From this a Risk Register is created, which is maintained and updated by the Panel. This informs the Contingency and Business Continuity Plan, Student Protection Plan and IBT College Risk Management Plans.

Under each heading we have indicated how likely the event is to occur by assigning it a Risk Level. Risk Levels can be **High** (likely to occur during the academic year), **Medium** (unlikely to occur during the academic year) or **Low** (very unlikely to occur during the academic year).

It is important to note that whilst IBT College will plan for a wide range of scenarios many of these are very unlikely to happen. IBT College undertakes risk assessments in each department and regularly reviews them. There are processes to escalate risks through IBT College's governance structures to ensure that interventions to mitigate them takes place. IBT College assesses the risk of the occurrence of the material changes listed above in relation to its financial stability and business planning.

The following section details the likely steps that would be taken in the unlikely event that any of these significant material changes occurs.

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## Risk of Significant Material Change:

The inclusion of specific risks does not in itself indicate a likelihood of them occurring but ensures that IBT College has a contingency plan in place to ensure the continuation of studies in all foreseeable events.

Disruption to Physical Study Space/Environment: Disruption of studies due to unforeseen circumstances such as loss of premises (fire, flood, etc.), loss of utilities, IT and telephone service failures, staff shortages, or external events like pandemics or industrial action can pose risks to business continuity. IBT College has formulated a comprehensive contingency plan to address such disruptions, including the following measures:

### *Contingency*

- **Alternative Premises:** IBT College has secured a suitable facility in PNG to serve as an alternative location in case of a disruption to the current campus.
- **Online Learning:** A robust online learning platform will be activated to ensure continuity of studies even in the absence of physical classrooms.
- **Backup Systems:** Comprehensive backup systems will be in place to minimize the impact on students and ensure seamless continuation of academic activities.

*Likelihood of occurrence: Medium*

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## Permanent or Temporary Loss of Key Staff:

Unplanned loss of staff, whether due to unexpected circumstances or planned changes such as redundancies or restructuring, can impact program delivery. IBT College has developed strategies to mitigate these risks, including:

### *Contingency*

- **Staff Redundancy Plans:** A structured approach to handle staff redundancies, including reassignment of responsibilities and recruitment of alternative staff if necessary.
- **Student Communication:** Transparent communication with students regarding staff changes and their potential impact on programs.
- **Alternative Staffing Arrangements:** Provisions for recruiting externally or assigning responsibilities to other current staff members to avoid disruptions in teaching and support services.

*Likelihood of occurrence: Medium*

## Changes in Curriculum and Program Content:

Changes in curriculum or program content, while unlikely during the academic year, may be necessary to align with industry developments or regulatory requirements. IBT College has established procedures to manage such changes with minimal disruption to students, including:

### *Contingency*

- **Consultation with Students:** Involving students in decision-making processes related to curriculum changes and ensuring transparency throughout.
- **Quality Assurance:** Ensuring that any changes maintain the required quality of education and experience for students.
- **Transfer Options:** Providing students with options to transfer to similar programs or receive support to continue their studies elsewhere if required changes are not suitable.

Likelihood of occurrence: **Low**

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## Discontinuation of Individual Programs or Modules:

The Academic Board oversees decisions regarding program or module discontinuation, with a focus on minimizing the impact on students. IBT College's approach includes:

### *Contingency*

- **Teaching Out:** Allowing current students to complete their programs if discontinuation occurs, with support and guidance provided.
- **Alternative Study Options:** Offering students access to similar programs within IBT College or facilitating transfers to other providers if necessary.
- **Student Consultation:** Involving students in decision-making processes and ensuring their needs and preferences are considered.

Likelihood of occurrence: **Low**

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## Withdrawal of Partnership or Awarding Body Agreements:

In the unlikely event of a partnership or agreement ceasing, IBT College will prioritize student interests and continuity of studies. Contingency measures include:

### *Contingency*

- **Completion of Studies:** Ensuring existing students can complete their studies within IBT College or through alternative arrangements.

- **Transfer Options:** Facilitating transfers to similar programs at partner institutions or other suitable providers.
- **Collaborative Arrangements:** Working closely with awarding bodies or partners to manage transitions effectively and maintain quality education standards.

Likelihood of occurrence: **Low**

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### **Loss of Registration for Student Support Purposes:**

IBT College is committed to maintaining compliance with regulatory requirements to minimize disruptions to student support services. Contingency measures include:

#### *Contingency*

- **Collaboration with Authorities:** Working with relevant authorities to ensure students receive necessary support during any registration-related issues.
- **Financial Compensation:** Providing financial compensation or support to affected students if disruptions result in financial losses.
- **Communication:** Prompt communication with students regarding any changes or disruptions affecting student support services.

Likelihood of occurrence: **Low**

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### **Closure of the College: While unlikely,**

the possibility of college closure is addressed through strategic planning and collaboration with local institutions. Contingency measures include:

#### *Contingency*

- **Teaching Out:** Gradual closure to allow students to complete their studies.
- **Transfer Options:** Facilitating transfers to alternative programs or providers.
- **Financial Compensation:** Providing compensation to students affected by the closure, if applicable.
- **Student Communication:** Ensuring clear communication with students throughout the closure process.

Likelihood of occurrence: **Low**

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## Reimbursement:

In cases where students are affected by unforeseen events or disruptions caused by IBT College, reimbursement or compensation policies will be implemented to address any financial losses or inconveniences experienced by students.

Student Protection Plan Activation: In the event of activating the Student Protection Plan, IBT College will swiftly communicate with affected students, provide alternative premises if necessary, and activate contingency plans outlined in this document to ensure minimal disruption to students' academic journeys.

## Student Protection Plan activation

Should this Student Protection Plan be activated IBT College will:

- Contact all students affected within 2 working days of decision or event that will affect the continuation of their studies. (Student contact will include emails, text messages and notifications on the website)
- In case of location change we undertake to keep alternative premises in POM area
- Activate contingency plans as set out in this document.

## Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 2.5 Student Representative Council

### **Purpose**

This policy and procedure aim to create a smooth and effective process for students to share their thoughts, ideas, and issues. It outlines IBT College's dedication to having a strong student representation system and facilitating the establishment of a Student Association.

### **Policy**

It is the policy of the Council to have one student representative on committee or the board.

### **Responsibility**

The Academic Director is responsible for the implementation of this procedure and ensuring that staff and students are aware of its application.

### **Definitions**

**Student representative:** the representative elected by the IBT College student body.

### **Requirements**

- a) IBT College is committed to responding to student feedback at all levels at all times, in order to monitor and enhance student learning experience and outcomes.
- b) Student representation will be a collaboration in which IBTC, its students and the Student Association will support student representation and share the responsibility for promoting an environment which empowers and emboldens the student's voice.
- c) Student representation will be student-led. Student representatives will be expected to attend the training provided, to take responsibility for ensuring that students' issues and concerns are addressed appropriately and that actions and subsequent outcomes are communicated to the wider student body and management.
- d) IBTC will designate a member of staff as the Student Engagement Officer who will provide student representatives with support and advice, particularly on matters relating to IBTC policy and procedure.

### **Authority**

The Governing Council will appoint up to two representatives to rotate as a nonvoting member of the Board. The representatives will be recommended and sponsored by Student Councilor.

At any time, only one Student Board Representative may participate as a member of the Board; however, all Student Board Representatives are encouraged to attend all meetings. In addition, all Student Board Representatives are encouraged to participate in any Board committee meetings.

The Student Board Representative will not be included in confidential discussions related to matters of an executive session or disciplinary action. When such matters are considered, the Student Board Representative will be excused from the proceedings.

The Board reserves the right to remove a student member for misconduct or failure to uphold his/her responsibilities.

The Board shall annually evaluate the effectiveness of the student board representative program and make recommendations for improvement and/or continuance.

The Board reserves the right to eliminate the representatives' positions

## **Procedures**

### **Student Representative System**

- a) There will be a student representative for each level of qualification. All representatives will collect and present the views of their student constituency on all relevant matters at regular intervals.
- b) The student body will elect student representatives.
- c) Student representatives will pass items for action to the Student Councilor. If the Student Councilor identifies issues which cannot be addressed at their level, these items will be reported to the Academic Director.
- d) All student representatives will report the actions and their outcomes to the student/student group that they represent.
- e) All student representatives are required to submit a semi-annual (every semester) update to the Student Councilor via a scheduled meeting to keep the Student Association informed about IBTC matters.
- f) All student representatives are required to attend meetings of the Student Progress and Examination Committee which relate to the student learning experience including matters raised by students and matters on which IBT wishes to seek student views.
- g) g) All student representatives must attend all the training provided by the Student Association.
- h) h) All student representatives are required to develop and conduct a transition with the next student representative(s).

### **Participation**

Representatives are invited to attend Board meetings, work sessions, and committee meetings.

**The Board will annually offer to host at least one work session for the students.**

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 2.6. Alumni Policy

### Policy statement

IBT College values its alumni as important representatives and is dedicated to supporting their development, celebrating their successes, and deepening their ties to the college. This includes engaging them as volunteers, students, employees, advocates, donors, and mentors.

IBT College manages alumni information responsibly to build lasting connections. Alumni can engage in college matters through the IBT College Alumni Association and Alumni Advisory Committee.

### Purpose

This policy defines who is considered an alumnus/alumna of the college and assigns the responsibility for coordinating alumni communications and engagement activities, as well as managing alumni information, to the Alumni and Development department.

### Applicable

This policy applies to all the students who meet the definition of Alumni.

### OBJECTIVES

1. Collecting Alumni information and updating the details frequently.
2. Sending important achievements and other developments of the institution through group mail and also through Whatapp group.
3. Arranging for Alumni interaction with the students of all the years frequently.
4. Arranging for Alumni meet every year in the month of December to get their suggestions for improvement.

### Policy and Responsibilities

The College will support Alumni and Development to enhance Alumni Engagement opportunities by ensuring proper technical expertise and supports are in place to manage and maintain Alumni data and information.

The College will be proactive in establishing Alumni Engagement opportunities, including:

- i. incorporating Alumni into strategic plans;
- ii. inviting Alumni representatives to participate on internal and external committees; and
- iii. extending college benefits and services to Alumni where possible.

### Information Tracking

All records on the alumni will be kept in IBTC RTO Manager database system and hard copy at the Register's office.



- i. Updating of alumni information such as name changes, address changes, e-mail updates, career information and others.
- ii. Manage appropriate data sharing with the institution and affinity partners.

## **PROCEDURES FOR ALUMNI**

### **Meetings**

- 1) The Alumni would convene meeting once in every month.
- 2) Meetings would be conducted on dates scheduled in the circular released by the Principal during the starting of every month.
- 3) The Agenda of the meeting should include
  - i. Constitution / Re-constitution of Alumni Cell / Alumni Association.
  - ii. Inclusion /Exclusion of terms and condition specified in bye-laws.
  - iii. Conduct of Alumni meets, Alumni interactions, Alumni visits, invited alumni talks, etc.
  - iv. Discussion about Department wise action plans to involve alumni in various activities.
  - v. Submission of Activity Reports and review of its Outcomes.
  - vi. Funding support from alumni and review is Utilisation.
  - vii. Establishing healthy and productive relations with alumni.
  - viii. Gaining Voluntary support from Alumni for the developmental initiatives of the Institute / Department.
- 4) Members are expected to prepare themselves for the meeting with all related documents.
- 5) Members are expected to participate actively in the deliberations of the Alumni cell.
- 6) Minutes of the Monthly meeting should be prepared and submitted to Head of the Institution
- 7) All documents related with activities of the Alumni Cell must be filed in the respective file after review by the Head of the Institution.

### **REGISTRATION OF ALUMNI**

- 1) Registration forms would be circulated to the students studying final semester at the final semester of their study.
- 2) Filled in registration forms would be collected and filed by respective instructor/trainers.
- 3) Registration fee for memberships in Alumni association would be collected from the final Semester Students. (fees will be approved by Governing council and Chief Strategy Officer)
- 4) The Department coordinators should ensure availability of e-Registration forms in the IBT College Website round the year. <http://ibtcollegepng.com>
- 5) The records of e-registrants through website should be periodically verified and enrolled as members of the IBTC- Alumni Association.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 2.8. Equity in Education Policy and Procedure

### Purpose

To proactively provide accessible and equitable higher education opportunities to the diverse IBT College student constituency, in particular to target groups identified as disadvantaged in their access to and participation in, higher education.

### Scope

This policy applies to all students and prospective students of the International Business & Technology College, in particular those who are recognized as being disadvantaged in their access to higher education. These students may be engaged in IBT College-related activity either on IBT College property or off-campus.

### Policy Statement

The purpose of this Policy is:

- 1) To proactively identify and minimize the organizational and institutional barriers facing particular individuals and groups who may be disadvantaged in their access to, or participation in, higher education.
1. To ensure that the College provides members of groups who are at risk of being disadvantaged in their access to, or participation in, higher education, or of becoming members of more than one equity target group, with high quality and effective interventions to facilitate and support progression and retention in their studies.
2. To ensure that all programs focused on achieving educational equity, are rigorously assessed in relation to strategies employed to enhance engagement of members of groups who may be disadvantaged in their access to or participation in, higher education and improve equitable outcomes amongst these groups.
3. To ensure that appropriate strategies are in place to support the retention of and progression of members of groups from educationally disadvantaged backgrounds.

### Principles

1. The IBT College is committed to proactively providing accessible and equitable higher education opportunities to its diverse student constituency, with a focus on the Department of High, Education, Science, Research and Technology (DHERST) target groups identified as disadvantaged in their access to, and participation in, higher education. A particular emphasis is given to supporting the aspirations of Indigenous Australians.
2. The College recognises that students can be enabled to achieve according to their own individual potential, regardless of their personal circumstances and backgrounds and commits to providing teaching and learning practices which are socially and culturally responsive and inclusive in order to ensure equitable opportunities for their success.

This is in contrast with relevant legislation laws on ***National Policy for Woman and Gender Equity 2011-2015, PNG National Policy on Disability 2009 and National Public Service Gender Equity and Social Inclusion (GESI) Policy.***

**Article 1** states that: “ ***We are born free and equal; we should be treat each other with human dignity***”  
universal Declaration of Human Rights, 10 December 1948 – United National General Assembly

**Article 2** states that: “ ***We should not be discriminate against any other group of people***”. universal  
Declaration of Human Rights, 10 December 1948 – United National General Assembly

## **Procedures**

### **Application**

The policy will be applied to the University on the basis of the following broad approaches:

#### **1. Planning and Organisation**

The Student Equity office has institutional responsibilities for strategically driving, developing and evaluating equity initiatives including policy and governance. It works directly with staff from all faculties and organisational sections within the College to develop facilitate and encourage key strategies to support the needs of students from diverse backgrounds.

#### **2. Integration**

Educational equity is considered a key strategic concern of the College. As such it is the responsibility of all managers and decision makers to ensure that educational equity is integrated in all matters of policy development, forward planning and performance review within the College.

#### **3. Inclusive practice**

The IBT College is actively committed to protecting the rights of students to achieve their full potential in an environment which values and affirms diversity and is free from discrimination, harassment, victimisation and vilification. The College will seek to ensure that all teaching and learning environments, academic practices and language are non-discriminatory and that equity and diversity issues such as culture, gender and disability are embedded into the principles and practices surrounding such activities.

#### **4. Course design and content review**

Curricula should be inclusive and student centred, taking account of the diversity of student needs. LTSU staff will facilitate the process of embedding equity principles in curricula. The College will ensure that course content reviews and evaluations consider the need for equitable access and participation and ensure that students are able to contribute to these processes.

## **5. Participation**

The IBT College will support participation by students in accessing learning resources relevant to their course by providing specialist support and information which is accessible in a range of formats including hard copy, CD-ROM and online. The College will attempt to be responsive to the unique circumstances of students experiencing educational disadvantage, within the parameters of normal administrative procedures and budgetary constraints.

## **6. Implementation**

The Equity in Education Policy and Procedure will be implemented by:

- ✓ IBT College Governing Councils and Chief Strategy Planning Officer in implementing the process and strategies.
- ✓ Promoting the Equity in Education Policy and Procedure to staff and students via the IBT College website.
- ✓ Measuring the outcomes of equity strategies intended to assist educationally disadvantaged students in order to ensure that they are enhancing engagement and improving retention and outcomes and reporting on these to the Principal

## **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## **SECTION 3 – HR MANAGEMENT & WORKPLACE STANDARDS**

### **3. 1. Human Resource Handbook – Separate Policy**

## 3.2. Employees Code of Conduct

### 1. INTRODUCTION

To maintain public confidence, it is important that IT Job Training Centre employees maintain the highest standards of integrity in their dealings with students, the business community and other Government officials, and maintain the same standards in their personal lives. To develop ITJTC to be one leading training institution dedicated to produce competent technique, commercial management, business and soft skill training services to meet clients' demand and help them achieve higher level of accomplishments.

### 2. PURPOSE AND SCOPE

The Code of Ethics and Professional Conduct describes, in very practical and clear terms, the minimum standards of behavior required of all IT Job Training Centre employees. These standards of behavior shall be demonstrated by all employees of IT Job Training Centre and are to serve as a guide when making decisions and taking actions.

To ensure public confidence in the integrity, all employees shall respect and adhere to their particular Code of Ethics and Professional Conduct, which generally comprises the following key elements.

IT Job Training center promotes a workplace that is friendly, harmonious, and safe and recognizes the local communities in which we work. To ensure our success in this endeavor, it is incumbent on the conduct expectations and ensure that persons performing work for or acting on behalf of IT Job Training Centre abide by this Code of Conduct.

### LEGAL AND OTHER OBLIGATIONS

The legal and other obligations applicable to this code include but are not limited to:

- Employment Act 1978
- Employment of Non-Citizens Act 2007
- Industrial Relations Act 1962

### 3. DEFINITIONS

**Employee-** Any person employed on IT Job Training Centre either directly or indirectly.

**Consultant-** The provider of professional service or expert advice in a particular field to IT Job Training Centre.

## 4. RESPONSIBILITY AND ACCOUNTABILITY

4.1 **Managing Director** is responsible and accountable for

- The development and authorization of this
- Review and maintenance of this Standard and related documents
- Development and review of this Standard and related documents
- Addressing significant breaches of the code

4.2 **Managers** are accountable for:

- Ensuring that employees understand their obligations to comply with the code
- Management and reporting of breaches of the code
- Monitoring and evaluating the operation of this code.

4.3 **Manager HR and Admin** Is responsible and accountable for:

- Compliance of this Standard within
- The provision and distribute
- Management and reporting of breaches of the code
- Monitoring and evaluating the operation of this code
- Reporting of overall analysis of breaches of the code to Executive Team

4.4 **Employees** are responsible for:

- Complying with the Code of Conduct, applicable laws, regulations, as well policies and system requirements

## 5. KEY ELEMENTS

The 11 key elements of the Code of Ethics and Conduct are:

1. Personal Responsibility
2. Compliance with the Law
3. Relations with the Public
4. Avoid on the Acceptance of Gifts, Rewards,
5. Avoiding Conflicts of Interest
6. Families and Relatives
7. Confidentiality and Use of Official Information
8. Use of Official Property and Services
9. Discrimination and Harassment
10. Occupational Health and Safety
11. Standards of Dress

### 5.1 Personal Responsibility

General Rules all employees must accept personal responsibility for compliance with the Code of Ethics and Professional Conduct. In particular, Customs employees must:

- Perform duties with honesty, care, diligence, professionalism, impartiality and integrity;
- Activities whose interests may be substantially affected by the performance or non-performance of the employee's duties;



- Put forth honest effort in the performance of their duties in compliance with all laws, policies, statutes, rules, regulations and in accordance with their Code of Ethics and Conduct;
- Ensure all business is conducted in accordance with the law and high ethical standards, including equal opportunity, anti-gender-based violence.
- Perform their duties in a manner that minimize workplace safety.
- Respect confidentiality and not misuse
- Avoid real or perceived conflicts of interest
- Denounce behavior that might be perceived as bullying or intimidator
- Exercise fairness, courtesy, respect, consideration and sensitivity in all dealings
- Act with honesty, integrity, decency and responsibility at all times
- Employees should behave and present themselves in a professional and positive manner that supports the Institution.
- Not engage in any act of violence and in particular to the workplace.
- Protect and conserve the IBTC's property and not use it for other than authorized activities;
- Treat colleagues and members of the public professionally and with courtesy;

## **5.2 Compliance with the Law**

All employees must comply with the law. Employees who commit offences will be subject to disciplinary action and/or associated penalties applied as a result of criminal proceedings.

All employees are required to inform management as soon as they learn that they are the subject of criminal or possible criminal proceedings. On receipt of such information, management should decide whether the official can be retained on normal duty, moved to alternative duties or suspended from duty.

## **5.3 Relations with the Public**

The public expects their dealings with the Institution to be conducted with integrity, courtesy, impartiality, honesty and professionalism. To ensure a high standard of service is maintained, all employees must observe high standards of honesty, impartiality, character and conduct to ensure the proper performance and the continued trust and confidence of the public. Employees shall not engage in any discriminatory practices based on race, national or ethnic origin, religion, age, sexual orientation, disability or any other discriminatory practices.

## **5.4 Avoidance on the Acceptance of Gifts and Rewards**

The employees of IBT college must not offer, pay, make, seek or accept a personal payment, gift or favor in return for favorable treatment or to gain any advantage. The responsible employee will be liable to disciplinary action.

## **5.5 Avoiding Conflicts of Interest**

Employees will always act in the best interests of the Institution. A Conflict of Interest occurs when personal interests of an employee or the interests of a third party compete with the interests of IBT College. In such a situation, it can be difficult for the employee to act in the best interests of the Institution. Employees shall avoid Conflicts of Interest whenever possible. If a Conflict of Interest situation has occurred or if an employee faces a situation that may involve or lead to a Conflict of Interest, the employee shall disclose it to his or her supervisor and/or the Human Resource to resolve the situation in a fair and transparent manner.

## **5.6 Families and Relatives**

Hiring and career development decisions will be fair and objective. Immediate family members and partners of employees may be hired as employees only if the appointment is based on qualifications, performance, skills and experience and provided that there is no direct or indirect reporting relationship between the employee and his or her relative or partner. In case of a relative, any member of selection committee may be barred to be a part of selection process. These principles of fair employment will apply to all aspects of the employment, including compensation, promotions, as well as in case that the relationship develops after the respective employee has joined the Institution.

## **5.7 Confidentiality and Use of Official Information**

Confidential information consists of any information that is not or not yet public information. The Institution unless required by law or authorized by their management, employees shall not disclose confidential information or allow such disclosure. This obligation continues beyond the termination of employment. Furthermore, employees must use best efforts to avoid unintentional disclosure by applying special care when storing or transmitting confidential information. Employees shall protect confidential information that they have obtained in the course of their prior employment.

## **5.8 Use of Official Property and Services**

General Rules Unless specifically and reasonably authorized, the use of the Institution's resources and assets, as well as services paid for with official funds for personal purposes or gain is prohibited. Such resources include:

- Facilities (including telephones, photocopiers, office equipment/supplies);
- Vehicles, vessels, machinery and equipment;
- Computers and computer software;
- Security passes and official stationary; and

### **6.8.1 Motor Vehicles**

With respect to the use and care of official vehicles, specific rules should be applied. These include, but may not be limited to the provisions that:

- Employees will not use, or authorize the use of, official vehicles except for official purposes;
- Employees driving official vehicles must be licensed and authorized;
- Unauthorized passengers, including family members, must not be carried unless officially authorized;
- Employees must not drive official vehicles, or any other vehicles, when under the influence of alcohol or any other intoxicant or drug; and
- Unless specific permission has been granted, official vehicles must not be used to provide transport to and from an employee's personal residence.

### **6.8.2 Electronic Network Access and Usage**

Employees having access to, or using, the Institution's computer systems, equipment or software should make every effort to protect the Institution from any possible threats to information security. Limited personal use of the Internet, intranet and e-mail shall be permitted provided it complies with all related legislation, policies and guidelines and does not affect the employee's productivity or that of his/her colleagues. Examples of acceptable limited personal use include professional activities, career development or reading or writing brief emails after hours or during breaks.

## **5.9 Discrimination and Harassment**

IBT College respects the personal dignity, privacy and personal rights of every employee and is committed to maintaining a workplace free from discrimination and harassment. Therefore, employees must not discriminate on the basis of origin, nationality, religion, race, gender, age, political loyalty or engage in any kind of verbal or physical harassment based on any of the above or any other reason. Employees who feel that their workplace does not comply with the above principles are encouraged to raise their concerns with the HR. Employees should be particularly sensitive to actions or behaviors that may be acceptable in one culture but not in another. All employees must take an active role in ensuring the Customs work environment is free of discrimination and harassment of any kind, including sexual harassment.

They should treat others with respect and avoid situations that may be perceived as inappropriate. Harassment can result in disciplinary action and may lead to dismissal.

## **5.10 Occupational Health and Safety**

All employees should enjoy an expectation of a healthy and safe working environment as it relates to their assigned duties, as this has a direct impact on the overall perceived professionalism of the administration. Employees must take their own responsibilities seriously, contribute to workplace safety and promptly report any health or safety concerns or related breaches of rules or regulations to their supervisor.

### **6.10.1 Smoking Customs**

The Institution has a duty of care to protect its employees and provide a healthy and safe working environment. Employees must not smoke in areas where it is prohibited.

### **6.10.2 Misuse of Alcohol**

Employees shall not report for duty or remain on duty while under the influence of alcohol. Under no circumstances shall employees operate an Institution owned vehicle, whether on or off-duty, while under the influence of alcohol. Uniformed employees shall not purchase or consume alcoholic beverages, on or off-duty, while in uniform.

## **6 Standards of Dress**

The dress and appearance of all employees should reflect a professional image. Public perceptions and work practices can be influenced by the appearance of employees. At all times, clothing should be appropriate to the duties and generally established standards and should be kept neat, clean and tidy. It is particularly important for uniformed employees to present a professional image. Every employee issued a uniform must comply with the relevant guidelines when wearing it and be responsible for keeping his/her uniform clean and neat. Any alterations or repairs that become necessary must be undertaken promptly. Any uniforms deemed unsuitable for official duty should be immediately taken out of service and disposed of properly. Uniformed employees shall report for duty and remain in the uniform assigned for their work location and duties, unless otherwise authorized.

## **7 DISCIPLINARY ACTION**

Employees who breach this Code of Conduct can be subject to disciplinary action. This includes:

- Termination for Cause
- Suspension without pay
- Letters of Warning
- Verbal cautions

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

### 3.3. Employees Job Description –Separate Attachment

#### **Job Description Policy and Procedures**

**Position Title:** Trainer

**Department:** [Accounting/Office Administration/Management/Human Resource/IT/Sales & Marketing]

#### **Purpose**

The purpose of this policy is to define the roles and responsibilities of Lecturers at IBT College and to ensure that all lecturers are aware of their duties and expectations.

#### **Scope**

This policy applies to all Lecturers employed at IBT College.

#### **Policy and Guidelines:**

1. Trainers are expected to adhere to the college's code of conduct and professional standards at all times.
2. Trainers must maintain confidentiality regarding student information and other sensitive college matters.
3. Trainers are required to stay current with developments in their field of expertise and incorporate relevant knowledge into their teaching.
4. Trainers must provide a supportive learning environment for students and actively engage them in the learning process.
5. Trainers are encouraged to participate in professional development activities to enhance their teaching skills and knowledge.

#### **Key Responsibilities:**

1. Prepare and deliver lectures, tutorials, and other instructional materials in accordance with the curriculum guidelines.
2. Develop and update course materials to reflect current industry standards and practices.
3. Assess student learning outcomes through assignments, exams, and other forms of assessment.
4. Provide timely feedback to students on their performance and progress.
5. Maintain accurate records of student attendance, grades, and other relevant information.

6. Participate in departmental meetings, curriculum development, and other activities to enhance the academic program.
7. Stay current with developments in the field through professional development activities such as conferences, workshops, and seminars.
8. Provide academic advising and support to students as needed.
9. Collaborate with colleagues to enhance the overall learning experience for students.
10. Perform other duties as assigned by the Department Director academic/Principal.

### **Reports**

The Trainer reports to the Department Director Academic/Principal. They are responsible for following the direction and guidance provided by their direct supervisor (Director Academic/Principal) regarding teaching assignments, course materials, student assessments, and other related matters. The Department Director Academic/Principal oversees the lecturer's performance, provides feedback and support, and ensures that they adhere to college policies and procedures.

### **Job Description Approval:**

- a) The Principal of IBT College is responsible for approving the job description for the Lecturer position. The Principal ensures that the job description accurately reflects the duties and responsibilities of the position and aligns with the college's overall mission and goals. The Principal also ensures that the job description complies with relevant laws and regulations.
- b) The Chief Strategy Officer (CSO) is responsible for reviewing and approving the job description from a strategic perspective. The CSO ensures that the position aligns with the college's strategic objectives and contributes to the overall success of the institution. The CSO also considers the long-term impact of the position on the college's growth and development.

### **3.4. Policy And Procedures On Chewing Of Betel Nut And Drugs (Marijuana, Tobacco)**

#### **Purpose**

The purpose of this policy is to ensure a safe and healthy environment for all staff, faculty, and management team members at IBT College by prohibiting the use of betel nut, marijuana, tobacco, and any other illegal drugs on college premises or during work hours. This policy aims to promote a drug-free workplace and uphold the college's commitment to employee well-being and professionalism.

#### **Scope**

This policy applies to all staff, faculty, and management team members employed by IBT College, regardless of their position or tenure. It covers all college premises, including buildings, parking lots, and grounds, as well as off-site locations where college business is conducted.

#### **Policy**

1. The chewing of betel nut, smoking of marijuana, tobacco, or any other illegal drugs is strictly prohibited on college premises or during work hours.
2. Possession, distribution, or use of betel nut, marijuana, tobacco, or any other illegal drugs is prohibited on college premises or during work hours.
3. Employees found in violation of this policy will be subject to disciplinary action, up to and including termination of employment, in accordance with the college's disciplinary procedures.

#### **Procedures and Guidelines**

- 1) All staff, faculty, and management team members are required to adhere to this policy.
- 2) Any employee who suspects a colleague of violating this policy should report the matter to their immediate supervisor or the Human Resources Department.
- 3) Supervisors and managers are responsible for enforcing this policy within their respective areas of authority.
- 4) Employees who are found to be in violation of this policy will be subject to disciplinary action, which may include verbal or written warnings, suspension, or termination of employment.
- 5) Employees who require assistance with drug addiction should seek support from the college's Employee Assistance Program (EAP) or other appropriate resources.

#### **Consequences**

- 1) Violation of this policy may result in disciplinary action, up to and including termination of employment.
- 2) Employees are expected to comply with this policy to maintain a safe and healthy work environment.

## **6. Implementation**

This policy will be communicated to all staff, faculty, and management team members through email, staff meetings, and the college's intranet. It will be effective immediately upon approval.

## **7. Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.



## 3.5. Fraud Policy And Procedure

### **Purpose**

The purpose of this policy is to clearly define fraud as it relates to any irregularities or suspected irregularities and to establish controls that will aid in the detection and prevention of fraudulent activities.

### **Scope**

This fraud policy applies to all employees, faculty members, sponsors, students, and administration, as well as vendors, customers, and partners who have a business relationship with the Finance Office. It covers all aspects of fraud and corruption that may impact or involve the resources and functions of the Director Administration / Finance Officer.

### **Policy**

The Finance Office recognizes the importance of protecting the organization, its operations, its employees, and its assets against financial risks, operational breaches, and unethical activities. It is the intent of the Director Administration / Finance officer to promote consistent organizational behavior by providing guidelines and assigning responsibility for the development of controls and conduct of investigations.

Therefore, it is incumbent upon all employees to understand the fraud policy and to institute and clearly communicate it to both internal and external students, sponsors, contractors, agencies, stakeholders, vendors, and/or any other parties with a business relationship with the Finance Office.

The Director Administration / Finance Office recognizes a zero tolerance policy regarding fraud and corruption. All matters raised by any source will be taken seriously and properly investigated.

This policy covers all faculty members, sponsors, students, and administration, as well as vendors, customers, and partners to the extent that any Director Administration / Finance Officer resources and/or functions are involved or impacted.

### **Definition**

Fraud is defined as an intentional deception, misappropriation of resources, or the manipulation of data to the advantage or disadvantage of a person or entity. Some examples of fraud include, but not limited to: -

- a) Falsification of expenses and invoices
- b) Theft of cash or fixed assets
- c) Alteration or falsification of records
- d) Failure to account for monies collected

Knowingly providing false information on job applications and requests for funding

Corruption is defined as the offering, giving, soliciting, or accepting of an inducement or reward that may improperly influence the action of a person or entity. Some examples of corruption include, but not limited to:

### **Procedures and Guidelines**

- 1) All employees are required to familiarize themselves with the fraud policy and understand its implications. This includes understanding what constitutes fraud and corruption, as well as the consequences for engaging in such activities.
- 2) Any suspicions or evidence of fraud or corruption must be reported immediately to the Director Administration. This can be done anonymously through the designated reporting channels.
- 3) Upon receiving a report of fraud or corruption, the Director Administration will conduct a thorough investigation. This may involve gathering evidence, interviewing relevant parties, and consulting with legal counsel if necessary.
- 4) The organization maintains a zero tolerance policy towards fraud and corruption. Any employee found to be engaging in such activities will face disciplinary action, up to and including termination of employment.

### **Consequences**

Violation of the fraud policy may result in disciplinary action, up to and including termination of employment. The organization takes a serious view of fraud and corruption and will not hesitate to take action against those found to be engaging in such activities.

### **Penalties**

- 1) For longer-serving staff members found guilty of fraud or corruption, all entitlements, including but not limited to:
  - a. accrued leave, bonuses, and
  - b. Retirement benefits will be forfeited.
- 2) In cases of serious fraud or corruption, the matter will be referred to the appropriate law enforcement agencies for further investigation and possible legal action. This includes reporting to the police, anti-corruption agencies, or other relevant authorities as per the organization's policy and legal obligations.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 3.6 Personal Relationships In The Workplace Policy And Procedure

### Purpose

The purpose of this policy establishes rules for the conduct of personal relationships between employees in an attempt to prevent conflicts and maintain a productive and respectful work environment.

### Scope

This policy applies to all employees of IBT College and covers the conduct of employees during working hours, specifically regarding displays of affection, favoritism, and excessive personal conversation between coworkers.

### Policy

Displays of affection, favoritism, and/or excessive personal conversation during working hours between coworkers should be avoided. It is important that while at work, employees express themselves in a consistent and positive manner to all coworkers equally, while keeping work as the primary focus. Managers/Directors/Principal shall make an attempt to avoid the perception of favoritism. An employee that feels as if a relationship is hindering productivity and/or creating issues with morale is expected to notify their Principal or the Director.

### Procedures and Guidelines

- 1) Displays of affection between coworkers, including but not limited to romantic gestures, intimate conversations, or physical contact, should be avoided during working hours.
- 2) Employees should express themselves in a consistent and positive manner to all coworkers equally, keeping work as the primary focus. Supervisors should make an effort to avoid any perception of favoritism in their interactions with employees.
- 3) An employee who feels that a relationship with a coworker is hindering productivity or creating issues with morale is expected to notify their Principal, the Administration Manager, and/or the Director. This notification should be done in a timely manner to address the issue effectively.
- 4) HR Officer / Principal should be mindful of their actions and interactions with employees to ensure that they are fair and impartial. Any concerns regarding favoritism or inappropriate behavior should be addressed promptly and professionally.
- 5) Upon notification of a relationship impacting productivity or morale, the Principal, and/or Director Administration should take appropriate steps to address the issue, which may include mediation, reassignment, or other actions to mitigate the impact on the workplace.
- 6) IBT College may provide training and awareness programs to educate employees on appropriate workplace conduct and the importance of maintaining professionalism in their interactions with coworkers.

### 6. Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 3.7 Staff Uniform Policy And Procedures

### Introduction

A staff uniform policy outlines the expectations and requirements for the wearing of uniforms by employees in the workplace. It may include guidelines on the type of uniform, when it should be worn, and how it should be maintained.

### Purpose

The purpose of this policy is to establish guidelines for the wearing of uniforms by employees to promote a professional and consistent appearance in the workplace.

With that in mind, our intention expands our business, wearing of corporate uniforms make potential clients aware of our existence and this can be another effective way of marketing our business.

### Scope

This policy applies to all administration staff, trainers, security guards, workshop technical staff and hired trainer who are required to wear uniforms as part of their job responsibilities.

### Uniform Standards

IBT College will supply to all staff member a pair of two (2) shirts for male and two (2) shirts for female. Staffs are expected to wear the uniform as required and to keep it clean, tidy, and in good condition.

### Procedures

- 1) Uniform should be maintained in good form for up to two (2) years before new sets can be issued.
- 2) If an employee resigns or terminated sooner than one (1) complete year of employment, hence will be required to meet the full cost of the uniforms supplied. IBT College will deduct costs incurred from his/her final pay or other entitlement if any.
- 3) An employee who resigns or terminated after serving for over (1) year but less than 2 years will be required to meet half (50%) of his/her uniform costs through a deduction from final pay or other entitlements if any.
- 4) Should uniform a stolen or lost, employ responsible will be required to replace by meeting full cost of the new uniform.
- 5) Should uniforms has stained from betel nut stains or others due to carelessness, employee concerned will be required to replace by meeting full cost of the uniform.
- 6) The uniforms must not be worn during unofficial and personal social or leisure times.
- 7) Intoxicated employees who turn up for work in their uniforms directly contravenes our intentions of promoting a professional image of our institution. Such employees will be dealt with accordingly.
- 8) Employees chewing of betel nut while in their uniform directly contravene our intentions of promoting a professional image of our institution. Such employees will be dealt with accordingly.

- 9) Should uniforms be wear and tear and needed to be replace employee concerned will be required to meet the full cost of the uniform if they choose to.

### Responsibility for Providing Uniforms

The IBT College will provide re-issuance of new set of uniforms after two years, either at no at no cost or at a reasonable cost.

### When to Wear Uniforms

IBT College employees are mandatory to wear uniforms during schedule working hours from Monday to Friday. Other special events the staff must wear the uniform.

Type of uniforms

	Sets	Color
<b>Office</b>		
• <b>Female</b>	• Two set of uniform Shirts	Sky blue strip
• <b>Male</b>	• One Short and One long shirts	Sky blue strip
<b>Workshop</b>	One yakka shirt and one long trouser	Light Brown
<b>Security</b>	One yakka shirt and one long trouser	Light Brown

### Personal Protective Equipment

If personal protective equipment (PPE) is required for the job for security guards and technical staff at the workshop, it must be worn in addition to the uniform. The employer is responsible for providing the necessary PPE and ensuring that it is in good condition and properly maintained.

### Workshop Uniforms

IBT College technical instructor/ assistants are responsible for maintaining the cleanliness and condition of their workshop uniforms, including washing and ironing as required. Any damage or wear and tear to the uniform should be reported to the Administration Manager for repair or replacement.

### Exceptions

Employees may request an exemption from wearing the uniform during

- Unofficial duties
- Medical
- Religious
- Private gatherings

IBT College will consider such requests on a case-by-case basis.

## Enforcement

Failure to comply with this policy may result in disciplinary action include;

Offenses		
a). 1 <sup>st</sup> Warming	Verbal	
b). 2 <sup>nd</sup> Warming	Written	
c). 3 <sup>rd</sup> warming	Suspension	2 weeks without pay
d). 4 <sup>th</sup> warming	Termination	

## Other offenses

- 1) **Probation:** Staff will be monitor under close supervision for a period of 3 months
- 2) **Loss of Privileges:** Staff will lose certain privileges, eg; not participate in College marketing, or other events, until he/she comply with the uniform policy
- 3) **Fine:** If the staff misuse the company uniform eg; chewing betel and staining the uniform and stain is hard to remove IBT College has the right to charge the employee;
  - i. The cost of uniform will deducted 100% to get a new pair of uniform.
  - ii. Refer to the above offenses.

## Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 3.8 Workplace Code Of Ethics Policy And Procedures

### Introduction

International Business & Technical College will conduct its business honestly and ethically wherever we operate in the world. We will constantly improve the quality of our services, products and operations and will create a reputation for honesty, fairness, respect, responsibility, integrity, trust and sound business judgment.

No illegal or unethical conduct on the part of officers, directors, employees or affiliates is in the company's best interest. International Business & Technical College will not compromise its principles for short-term advantage. Thus, we are all expected to adhere to high standards of personal integrity.

### Guidelines and Principles

A workplace code of ethics policy is a set of guidelines and principles that outline the expected behavior and values of administration staff, janitors, security guards, faculty members, managers, directors in the workplace. The policy serves as a moral compass, ensuring that employees conduct themselves with integrity, accountability, and transparency.

### Workplace Code of Ethics

#### Professionalism

We commit to maintaining high standards of professionalism in all our interactions with our colleagues, customers, and stakeholders.

#### Respect

We will treat everyone with respect and dignity, regardless of their background, beliefs, or opinions. Discrimination and harassment in any form will not be tolerated.

#### Integrity

We will conduct ourselves with honesty, transparency, and fairness in all our dealings with our colleagues, customers, and stakeholders.

#### Responsibility

We will take responsibility for our actions and decisions, and we will not engage in any behavior that could harm our colleagues, customers, or stakeholders.

#### Confidentiality

We will respect the confidentiality of our customers, colleagues, and stakeholders and will not disclose any confidential information without their consent.

**Compliance**

We will comply with all applicable laws, regulations, and company policies and procedures, and will not engage in any behavior that could violate these requirements.

**Safety**

We will prioritize safety in the workplace and will follow all safety procedures and guidelines to prevent accidents or injuries.

**Conflict of Interest**

We will avoid situations that could create a conflict of interest between our personal interests and the interests of the company or its stakeholders.

**Sustainability**

We commit to conducting our business in an environmentally and socially responsible manner, and we will strive to minimize our impact on the environment and society.

**Continuous Improvement**

We will continuously evaluate and improve our performance, policies, and practices to ensure that we are always operating with the highest levels of integrity and ethical standards.

**Disciplinary**

Violation of this policy may result in disciplinary action, up to and including termination of employment.

**Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.



## 3.9 Absence Policy And Procedures

### Introduction

International Business & Technical College recognizes that absence from work can occur for a variety of reasons, and that a reasonable level of absence is to be expected. However, excessive or unexplained absences can have a negative impact on the organization, and can result in missed deadlines, decreased productivity, and additional strain on colleagues.

### Policy Statement

The purpose of this policy is to establish guidelines and procedures for absence management within International Business & Technical College, with the aim of minimizing the impact of absence on the organization, while ensuring that employees are treated fairly and consistently.

### Scope

This policy applies to all employees of International Business & Technical College, regardless of their employment status or position within the organization.

### Objectives

The objectives of this policy are to:

1. Ensure that employees are aware of their responsibilities with respect to absence from work.
2. Establish procedures for managing absences, including reporting requirements and documentation.
3. Provide support and assistance to employees who experience prolonged or frequent absences due to illness or other reasons.
4. Ensure that absence management is carried out in a fair and consistent manner.

### Responsibilities

- 1) Employees are responsible for reporting absences in accordance with the procedures outlined in this policy, and for providing appropriate documentation as required.
- 2) Managers are responsible for monitoring and managing absence within their teams, and for providing support and assistance to employees who experience prolonged or frequent absences.
- 3) Human Resources is responsible for overseeing absence management across the organization, and for providing guidance and support to managers and employees as needed.

### Absences

Staff and faculty are expected to be at work and to work a full workweek, except for authorized absences. Authorized absences include the following:

- 1) vacation time scheduled in advance
- 2) sick leave

- 3) time off for a workers' compensation injury
- 4) a death in your family
- 5) time off to vote
- 6) emergency situations beyond your control

## **Procedures**

### **i. Reporting Absences**

- 1) Employees are required to report any planned or unplanned absences to their manager or supervisor as soon as possible, and to provide an estimated date of return to work.
- 2) If an absence is due to illness or injury, employees are required to provide appropriate medical documentation, such as a doctor's note, to their manager or supervisor.
- 3) If an absence is due to other reasons, such as a personal or family emergency, employees are required to file a brief explanation of the reason for their absence.

### **ii. Managing Absences**

- 1) Managers are responsible for monitoring and managing absence within their teams, and for identifying any patterns or issues that may require additional support or intervention.
- 2) Managers are required to maintain accurate records of employee absences, including the reason for the absence and any supporting documentation.
- 3) Managers are encouraged to have regular discussions with employees about their absence record, and to provide support and assistance where appropriate.

### **iii. Prolonged or Frequent Absences**

- a. Employees who experience prolonged or frequent absences due to illness or injury may be eligible for sick leave or other forms of leave as outlined in the organization's policies and procedures.
- b. If you are repeatedly absent without authorization, you could be subject to;
  - i. Seeking Counseling to improvement your performance
  - ii. Suspension if clause (i) no sign of improvement
  - iii. Termination if clause (i) and (ii) frequent absenteeism with poorer performance.

HR Office will provide additional support and assistance to employees who experience prolonged or frequent absences, including referral to an occupational health specialist or other support services.

## Return to Work

- 1) Employees are required to provide their manager or supervisor with an estimated date of return to work, and to notify them if there are any changes to this date.
- 2) If an absence is due to illness or injury, employees may be required to provide a fitness for work certificate from their doctor before returning to work.

## Consequences

Consequences for unauthorized absences from work at IBT College include verbal and written warnings, loss of privileges, probation, suspension, and ultimately, termination. Unauthorized absences of three or more consecutive days without notice will be considered voluntary termination, and the employee will be removed from the payroll.

### Types of Disciplinary Offenses for Absences

Offenses	Penalties
<b>1. Verbal Warning</b>	A verbal warning can be given for the first instance of unauthorized absence to remind the employee of the importance of attendance and the policy regarding absences.
<b>2. Written warning</b>	A written warning can be issued for repeated unauthorized absences, outlining the policy and the consequences of further violations.
<b>3. Loss of privileges</b>	Depending on the workplace policies, repeated unauthorized absences could result in the loss of certain privileges, such as the ability to request time off or participate in certain activities.
<b>4. Probation</b>	Continued unauthorized absences could lead to a probationary period where the employee's attendance is closely monitored, and further violations could result in more severe consequences.
<b>5. Suspension</b>	In more serious cases, repeated unauthorized absences could result in a temporary suspension from work without pay.
<b>6. Termination</b>	If unauthorized absences continue despite warnings and other consequences, termination of employment may be necessary.

## Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 3.10 Drug And Alcohol Policy And Procedures

### Introduction

International Business & Technical College recognizes that the use of drugs and alcohol can negatively impact the safety, health, and productivity of employees, security guards, students, visitors, corporate clients of IBT College and can also compromise the integrity of the organization. This policy outlines our commitment to maintaining a safe, healthy, and drug-free workplace and learning environment.

### Policy Statement

International Business & Technical College is committed to:

1. Maintaining a drug-free workplace.
2. Prohibiting the possession, use, or distribution of illegal drugs, alcohol, or prescription drugs not prescribed to the employee.
3. Providing a safe and healthy working environment for all employees.
4. Educating employees on the risks and consequences associated with drug and alcohol use in the workplace.
5. Providing support and assistance to employees who seek help for drug or alcohol addiction.

### Scope

This policy applies to all employees, students, security guards', visitors, corporate client, contractors, and temporary workers who are working on behalf of International Business & Technical College and are subject to its rules and regulations.

### Prohibited Conduct

The following conduct is strictly prohibited under this policy:

- A. The possession, use, or distribution of illegal drugs or controlled substances while on the job, on IBT College's premises, or while operating IBT College's vehicles or equipment.
- B. The possession, use, or distribution of alcohol while on the job or on IBT College's premises, except as authorized by IBT College management.
  - 1) The use of prescription drugs that impair an employee's ability to perform their job safely and effectively.
  - 2) Reporting to work under the influence of drugs or alcohol or being under the influence of drugs or alcohol while on the job.
  - 3) Failing to report to work due to drug or alcohol use.

## **Drug and Alcohol Testing**

International Business & Technical College may conduct drug and alcohol testing in the following circumstances:

### **Pre-employment**

Job applicants may be required to undergo take Medical Examination for drug and alcohol testing as a condition of employment. A proof of Medical Examination must be attached.

### **Reasonable suspicion**

If there is reasonable suspicion that an employee is under the influence of drugs or alcohol, they may be required to undergo drug and alcohol testing.

### **post-accident**

If an employee is involved in a workplace accident or injury, they may be required to undergo drug and alcohol testing.

### **Random testing**

Employees may be subject to random drug and alcohol testing.

## **Support and Assistance**

International Business & Technical College is committed to providing support and assistance to employees and students who seek help for drug or alcohol addiction. Employees who self-report drug or alcohol problems will be offered assistance and support, which may include referral to a treatment program or counseling services.

## **Consequences of Violations**

Any employee who violates this policy will be subject to disciplinary action, up to and including termination of employment. In addition, employees who violate this policy may be subject to legal consequences, including criminal prosecution.

## **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

### 3.11. Staff Training & Development Policy

#### **Purpose**

The Staff Training & Development Policy aims to provide a framework for the professional development of all IBT College staff, ensuring continuous improvement in performance, job satisfaction, and career growth.

#### **Scope**

This policy applies to all full-time and part-time employees of IBT College.

Staff development activities can take many forms these can include:

- a) formal structured training programmes and seminars
- b) informal learning on the job
- c) mentoring
- d) external qualification programmes
- e) short briefing sessions
- f) group activities
- g) conference attendance (either as a delegate or to present a paper)
- h) team building activities
- i) coaching sessions
- j) professional discussion
- k) case studies
- l) individual research
- m) online learning

Training and development activities may be viewed as being on a continuum from highly structured to unstructured and also ranging in terms of involvement from large conference presentations through small formal training seminars to a wide variety of focused individual activities.

#### **Policy**

1. IBT College is committed to providing training and development opportunities to enhance the knowledge, skills, and abilities of its staff.
2. Training and development activities will be aligned with the college's strategic objectives and the individual development needs of employees.
3. The college will provide access to a variety of training methods, including workshops, seminars, conferences, online courses, and on-the-job training.
4. Staff members are encouraged to take ownership of their professional development by actively seeking learning opportunities and participating in training programs.

5. Supervisors and managers are responsible for identifying the training needs of their staff and supporting their development plans.
6. The college will allocate resources to facilitate staff training and development initiatives, including budgetary provisions and time-off for training activities.
7. Evaluation of training programs will be conducted to assess their effectiveness and make necessary improvements.

## **Procedure**

### **Implementation**

Supervisors hold the primary responsibility for implementing this policy and ensuring their staff are given the necessary opportunities to undertake appropriate training and participate in the development activities outlined above. Supervisors are responsible to:

- i. Analyses staff development needs at the level of their School or Department and make plans to meet these needs, either within the College or through the use of external resources.
- ii. Analyses the development need of each new staff member during the induction process and arrange for required training and development.
- iii. Monitor the professional expectations of legislators and industries and assist staff with opportunities to undertake activities that will enhance their skills or professional standing, as appropriate.
- iv. Report and advise on professional development activities undertaken, and recommend or authorize funding, budgetary provision, and/or provision for leave for staff development.
- v. Oversee and guide trainers who teach specialised components of a course of study, such as experienced technical instructors and specialized instructors undergoing training, who may not fully meet the standards for knowledge, skills and qualification or experience required for teaching or supervision.

### **Training Needs Assessment**

- Supervisors and employees will conduct regular discussions to identify training needs based on job requirements and career aspirations.
- The HR department will collate the training needs assessment data and develop a training plan for the college.

### **Staff Training Plan Development**

#### **Category A: Short Courses for Administration Staff**

- Receptionist Training: Enhancing communication skills, customer service, and office management. Duration: 2 days.

- Driver Safety Training: Defensive driving techniques, road safety, and vehicle maintenance. Duration: 1 day.
- Security Officer Training: Security protocols, emergency response, and conflict resolution. Duration: 3 days.
- Accounts Clerk Training: Financial record-keeping, accounting principles, and software training. Duration: 2 days.

### **Category B: Individual Personal Development Courses**

- Diploma Courses Enrollment: Enroll in relevant diploma courses (e.g., Diploma in Business Administration, Diploma in Accounting). Duration: As per course requirements.

### **Category C: Technical Courses**

- National Apprenticeship Program: On-the-job training to gain trade certificates in automotive, hospitality, etc. Duration: 1-2 years.

### **Category D: Leadership Training**

Leadership and Management Course: Develop leadership skills, team management, and strategic planning. Duration: 1 week.

### **Evaluation and Review**

Under the framework of Institutional Self-Review of quality measures, the Management Committee will assess the impact and value of staff development courses and activities through the use of such performance indicators as:

- a) results of participant evaluation of Staff Induction/Orientation
- b) results of participant evaluation of courses, seminars, conferences, or other kinds of professional development sessions run by the College
- c) number and percentage of administration staff vacancies filled by internal candidates
- d) number and percentage of academic staff who participated in career development programs and were subsequently promoted
- e) participant evaluations as expressed in the Performance Review and Development Planning Program
- f) supervisor evaluations of the enhancement of staff skills resulting from development activities and reported in the Performance Review and Development Planning.
- g) number of college excellence in teaching award winners contributing to disseminating good teaching practice by presenting at the Learning and Teaching forums and staff development sessions.

### **Record Keeping**

The HR department will maintain records of staff training and development activities, including attendance, feedback, and certifications.



**Approval**

This policy and procedure have been approved by the Principal and the Chief Strategy Officer of IBT College.

# SECTION 4 – COMPLIANCE AND LEGAL OBLIGATIONS

## 4. 1 Data Information Policy

### Statement of Intent

Individuals whose information is processed by IBT College (the college) can be assured that the college intends to fulfill all its Data Protection obligations. This policy document applies only to information covered by the Data and Protection 2023 policy. Data protection legislation means (i) the Data Governance and Protection 2023 policy and, for the periods when they are in force, (ii) the National Information and Communication Technology Act 2009 (NICTA), the Privacy Act 1984, and any applicable national implementing PNG laws as amended from time to time.

### Purpose

The college collects and processes information about its employees, students, and other users to monitor performance, achievements, health and safety, and meet legal responsibilities. This includes recruiting and paying staff, organizing courses, and complying with obligations to funding bodies and the government. To comply with the law, information is collected and used fairly, stored safely, and not disclosed unlawfully.

### Definition

- A. **Archiving/Storage:** Moving inactive or other records to a storage location until they are needed again or until retention requirements are met.
- B. **Institutional Data:** Information that supports the mission of the college and is owned by the college. It is protected from alteration, destruction, and unauthorized disclosure or use.
- C. **Authorized User:** Individuals granted access to specific information assets for their assigned duties, including faculty, staff, students, vendors, and contractors.
- D. **Electronic Media:** Any media that can store electronic data, such as hard drives, tapes, CDs, and USB devices.
- E. **Electronic Messaging:** Communication processes used among computer users, including email, FTP, cell phones, instant messaging, and internet chat.
- F. **Sensitive Data:** Data with the highest level of protection, including data protected by law or contracts, and security-related data. It is not open to public examination.

### **Information Gathering Process**

- a) Collect only the minimum necessary institutional/sensitive information required for college business.
- b) Department heads must ensure all decisions about collecting and using institutional data comply with the law and college policies.

### **Controlled Access to Information**

- a) Only authorized users can access sensitive information.
- b) Access to sensitive data must be authorized by the department head and typically also requires approval from the ITC Management Officer.
- c) When granted access, users can only use sensitive data for college business purposes.
- d) Users must respect the confidentiality and privacy of individuals' records they access, follow ethical standards, and comply with laws and policies.
- e) If a user's access to sensitive information is terminated, notify the ITC Management Officer immediately.

### **Managing Sensitive Data: Handling and Transfer**

- a) Do not transfer sensitive information to unauthorized persons. Ensure adequate security measures at each destination when transferring sensitive data.
- b) Protect sensitive data from unauthorized access. Avoid leaving sensitive information unattended and accessible.
- c) Do not take sensitive information off campus unless authorized, and use encryption or other approved security measures.
- d) Do not transmit sensitive data through electronic messaging without security methods like encryption.
- e) Use physical protection for mobile devices (e.g., PDA, thumb drive, laptop) to prevent theft, loss, or damage.

### **Data Retention and Disposal Protocol**

IBTC requires a "schedule" that lists records and their official retention periods.

### **Archiving**

Institutional records, including sensitive information, not actively used for college business, are stored until retention requirements are met.

### **Procedure**

- a) Only original records are archived; duplicates should be destroyed.
- b) All inactive records will be kept in a storage container secured in safe room away from unauthorized personnel.

### **Records Disposal**

Properly destroying public records is important. Once their retention period is over, all official public records must be destroyed.

## **Procedure**

Authorized methods for destroying non-electronic records are:

- a) Burning where authorized.
- b) Physically shredding paper documents to render them unreadable.
- c) Turning paper into a pulp to be recycled.
- d) Sending paper, plastic, or other recyclable materials to recycling facilities.
- e) Securely erasing data from electronic devices.
- f) Using a degasser to erase data from magnetic media like hard drives or tapes.
- g) Physically breaking down paper or other materials into tiny pieces.
- h) Hiring specialized companies to securely dispose of records.
- i) Using secure disposal bins for sensitive documents.
- j) Securely deleting electronic files to prevent recovery.

## **Duties and Obligations**

### **Staff and Students**

All staff and students must:

- a) Ensure the accuracy and currency of information provided to the college regarding their employment or education.
- b) Notify the college of any changes or errors in their information, such as changes of address. Changes should be reported to Human Resources (staff) and Student Services (students), including Admissions (prospective students).
- c) Understand that the college cannot be held responsible for errors unless they have been reported.

### **Responsible ITC Management Officer**

IT staff will ensure the college is appropriately protected from external threats for the network and systems under their control.

### **Staff Responsibilities for Data Security**

- 1) Keep personal data secure, whether in physical or digital form.
- 2) Use passwords to protect digital data and change them regularly.
- 3) Remove data from disks before disposal.
- 4) Shred papers containing personal information or dispose of them securely.
- 5) Close databases and lock workstations when leaving computers.
- 6) Do not disclose personal information to unauthorized parties, orally or in writing.
- 7) Do not send personal details via email unless as part of an encrypted attachment.
- 8) Obtain permission before storing personal data on USB drives and use encryption software.
- 9) Password-protect laptops and mobile devices used for work purposes.
- 10) Store personal data on the college network, not locally on laptops.

- 11) Obtain consent before scanning and sharing personal details, and securely remove data afterward.
- 12) Obtain consent before printing or copying personal details and securely dispose of copies afterward.
- 13) Store photographs or videos of individuals securely with explicit consent for storage and use.
- 14) Do not use cloud storage for personal data except with approved providers.
- 15) Attend annual training provided by the college on data security.
- 16) Follow this policy at all times.

## Communication

The policy is posted on the college Intranet for staff.

Updates will be communicated through email, the staff newsletter, briefings, and professional development days. New employees will receive a copy of this policy and others during their induction.

Sections	Document Type	Retention	Purpose for Retention / Collection
<b>Human Resource</b>	Records of successful appointment of staff	Termination period + 5 years	Recruitment HR
<b>Human Resource</b>	Employment contract for employees	Termination period + 10 years	Recruitment HR
<b>Human Resource</b>	Unsuccessful appointment of staff records	6 months	Appeal Cases
<b>Human Resource</b>	Illness, Safety health	Termination of employment for +20 years	Legal Cases
<b>Human Resource</b>	Breaching of Employment	Termination of employment + 5	Recruitment & Legal cases
<b>Financial Resources</b>	Company records of Financial services	Financial year + 15 years	Audit
<b>Financial Resource</b>	Sponsorship Funds	Financial year + 10	Audit
<b>Student Records</b>	Records relating to students funding	Financial year + 5	Audit
<b>Student Enquiries</b>	Information relating to application	Financial year + 2	Potential follow-up
<b>Student Application &amp; Acceptance Letter</b>	Unsuccessful application	Financial year +1	Potential Appeal
<b>Examinations</b>	Students achievement and result records	Financial year +10	Audit
<b>Learning Support services</b>	Records of students support training and learning	Financial year +7	Audit
<b>Photographs</b>	Photos taken for marketing purposes or curriculum	Stored until requested to remove by the individual	Marketing
<b>Security</b>	Images and videos captured by CCTV	30 days	Health and safety
<b>Health and Safety</b>	Records relating to health and safety including incident logs	Financial year + 40	Health & Safety legislation

## **Archiving and Storage Management**

### **Ownership and Management**

- a) Maintain an updated list of box numbers and disposal dates within the department, preferably stored on the network drive.
- b) Arrange for box destruction soon after the disposal date, at least annually.

### **Storage and Labeling**

- Clearly label boxes with contents (and whether confidential), a unique box number, and disposal date.

### **Policy Review and Assessment**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 4.2. Use of Personal Electronic Devices Policy and Procedures

### Purpose

The purpose of this policy is to clearly define expectations for use of personal electronic devices during work hours.

### Scope

This policy applies to all employees of IBT College and covers the use of personal communication devices, including but not limited to cell phones, tablets, and laptops, during work hours. It also addresses the prohibition of discriminatory or harassing comments via electronic means.

### Policy

This policy requires employees to:

- 1) Use personal communication devices with discretion.
- 2) Keep ring tones and alerts on vibrate or silent during regular work hours.
- 3) Conduct personal business during lunch break or another break, except in cases of emergency.
- 4) Conduct personal phone conversations, text messages, personal emails, and use of the internet on personal devices away from their work station.
- 5) Limit minimal or incidental use of personal devices.
- 6) Turn cell phones off or to silent mode during meetings or when dealing with customers or coworkers.
- 7) Seek approval from a supervisor for extraordinary circumstances (e.g., family emergency) as the only exception.
- 8) Avoid making discriminatory or harassing comments to coworkers via any electronic means, including offensive messages, photos, or images based on protected characteristics.

### Procedures and Guidelines

- 1) Employees can bring personal devices to work but should use them discreetly and minimize use during work hours.
- 2) Ring tones and alerts should be on vibrate or silent.
- 3) Conduct personal business during breaks, not during work time.
- 4) Use personal devices for personal calls, texts, emails, and internet away from workstations to avoid disturbing coworkers.
- 5) Cell phones should be off or silent during meetings or when interacting with students, customers, or coworkers.
- 6) Only in emergencies, employees can use personal devices, with approval from a Principal.
- 7) Prohibited from making discriminatory or harassing comments to coworkers through electronic means.
- 8) The college's policies on professional conduct, discrimination, and harassment apply to all electronic communications.

### Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.



## 4.3 RTO Manager Software Policy

### Purpose

The purpose of this policy is to outline the guidelines and procedures for the use of the RTO Manager Software at International Business & Technical College (IBT College). The software is used to manage various aspects of the college's operations, including student enrollment, course management, scheduling, and assessment, compliance monitoring, and reporting.

### Scope

This policy applies to College Principal, Director Academic, Director Administration, Director Student Support Service, Registrar, Finance Officer, Faculty members and IT Administrator who are involved in the use of the RTO Manager Software at IBT College.

### Policy

#### vi. Access and Security

- i. Access to the RTO Manager Software will be granted based on the individual's role and responsibilities at IBT College.
- ii. Users are responsible for maintaining the security and confidentiality of their login credentials.
- iii. Any unauthorized access or use of the software is strictly prohibited.

### Training and Support

IBT College provides comprehensive training support to its staff and faculty to ensure they are equipped with the necessary skills and knowledge to effectively use the RTO Manager Software. This training support is provided for the following reasons:

- i. Training helps staff and faculty use the software effectively, saving time and resources.
- ii. Proper training ensures accurate data management, reducing errors.
- iii. Training helps staff and faculty comply with regulations, avoiding penalties.
- iv. Training enables staff and faculty to make informed decisions based on data.
- v. Efficient software use allows staff and faculty to focus more on students, improving their experience.
- vi. Training enhances skills and knowledge, benefiting professional growth.

IBT College provides regular training sessions to staff, faculty, and students on how to effectively use the RTO Manager Software. These sessions are designed to familiarize participants with the software's features and functionalities, ensuring they can use it efficiently in their roles.

## Quarterly Training Schedule Timetable for staff and faculty at IBT College

Training Schedule	Dates	Time	Month	Staff & Faculty
RTO Manager Software	10th - 12th	9:00 AM - 12:00 PM	January	All Staff & Faculty
RTO Manager Software	15th - 17th	1:00 PM - 4:00 PM	April	All Staff & Faculty
<b>ADVANCED FEATURES</b>				
RTO Manager Software	20th - 22nd	9:00 AM - 12:00 PM	July	All Staff & Faculty
<b>BEST PRACTICES</b>				
RTO Manager Software	25th - 27th	1:00 PM - 4:00 PM	October	All Staff & Faculty
Troubleshooting				

- i. Technical support will be available to address any issues or questions related to the software.

**vii. Data Management**

- i. All data entered into the RTO Manager Software must be accurate, complete, and up-to-date.
- ii. Data backups will be performed regularly to ensure the integrity and availability of the data.

**viii. Compliance**

- i. Users of the RTO Manager Software must comply with all relevant laws, regulations, and policies related to data protection and privacy.
- ii. IBT College will regularly audit the use of the software to ensure compliance with this policy.

**ix. Usage Guidelines**

- i. The RTO Manager Software is to be used for official college business only.
- ii. Users must not use the software for personal or unauthorized purposes.

## Responsibilities

### x. IT Department

- i. The IT department is responsible for the maintenance and support of the RTO Manager Software.
- ii. The IT department will ensure that the software is updated regularly to address any security vulnerabilities.

### xi. Users

- i. The Principal, Director Academic, Director Administration, Director Student Support Service, Registrar, Faculty and Finance Officer, of the RTO Manager Software all are responsible for familiarizing themselves with these policy and complying with its provisions.
- ii. Users must report any issues or concerns regarding the software to the IT Administrator or Chief Strategy Officer.

## Enforcement

Violations of this policy may result in disciplinary action, up to and including termination of employment or expulsion from the college, depending on the severity of the violation.

<b>Disciplinary Action</b>	<b>Description</b>
<i>1<sup>st</sup> Verbal Warning</i>	A verbal warning may be issued for minor or first-time violations to inform the individual of the violation and the expected behavior.
<i>2<sup>nd</sup> Written Warning</i>	A written warning may be issued for more serious violations or if the individual has previously received a verbal warning, outlining the violation and consequences.
<i>3<sup>rd</sup> Suspension</i>	A temporary suspension from accessing the RTO Manager Software or other privileges may be imposed for repeated or serious violations, the duration depending on severity.
<i>4<sup>th</sup> Termination/Expulsion</i>	For severe or repeated violations significantly impacting college operations or reputation, termination of employment (staff) may be considered.

## Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 4.4 Technology Resource Use Policy And Procedures

### Policy Statement

The Technology Resource Use policy governs the appropriate use of IBT College's computer and telecommunication equipment and services. It outlines guidelines for employee conduct regarding electronic information, personal use of resources, software downloads, and the monitoring of electronic files. The policy also addresses issues such as liability for personal data, the review of employee communications, and the prevention of computer viruses. Employees are required to read, understand, and comply with these policies, as violations may result in disciplinary action.

### Scope

The Technology Resource Use policy applies to all faculty, staff, and students of IBT College who use the institution's computer and telecommunication equipment and services. It encompasses all electronic information created or communicated using IBT College resources.

### Objective

- 1) Ensure the efficient, ethical, and secure use of IBT College's technology resources.
- 2) Prevent misuse and maintain security of electronic information.
- 3) Protect the integrity of electronic data and communications.
- 4) Promote a professional and responsible approach to technology use.
- 5) Align technology usage with IBT College's values and standards.

IBT College supports the use of electronic media and associated services for efficient communication and information gathering. However, users must remember that these

### Prohibited Communications

Electronic media cannot be used for knowingly copying, transmitting, retrieving, or storing any communication that is:

- i. Discriminatory or harassing;
- ii. Derogatory to any individual or group;
- iii. Obscene, sexually explicit, pornographic, defamatory or threatening;
- iv. In violation of any license governing the use of software;
- v. Engaged in for any purpose that is illegal or contrary to IBT College policy or in a manner contrary to the best interests of the IBT College, in any way that discloses confidential or proprietary information of the IBT College or third parties, or for personal or pecuniary gain; or
- vi. Protected by copyrights laws unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

## Professional Considerations

It is important to maintain a proper spirit and tone to your communications over the system. The following guidelines are suggested:

- 1) Make your communications positive, constructive, complete, factual.
- 2) Don't write when angry and edit before sending.
- 3) Be careful with humor – they can't see you wink😊.
- 4) Always avoid sarcastic humor.
- 5) Never use all caps – that is perceived as “SHOUTING!”
- 6) Avoid belaboring disagreements in email – there is a time for face-to-face meetings.
- 7) Always guide your recipient in responding by stating what you need and by when.
- 8) Pay attention to grammar and spelling, both to protect your own reputation and intelligence, and to avoid irritating your recipients who are distracted by careless mistakes.

## Personal Use

Personal use of IBT College's computers, electronic media, and services is permitted as long as it does not interfere with job duties, is not for profit, does not conflict with IBT College business, and complies with IBT College policies. Occasional and incidental use is acceptable, but employees should use these resources responsibly and avoid abuse

IBT College does not accept liability for any loss, damage, or misuse of personal data transmitted or stored on its technology resources. This includes personal electronic mail, voicemail communications, and any personal data stored on IBT College property. Employees are discouraged from storing personal data on IBT College's technology resources.

IBT College generally does not review electronic information created or communicated by employees. However, certain conditions should be noted.

- 1) **Telephone Use and Voicemail:** Records are kept of all calls made from and to a given telephone extension. Although voicemail is password protected, an authorized administrator can reset the password and listen to voicemail messages.
- 2) **Electronic Mail:** Electronic mail is backed-up and archived. Although electronic mail is password protected, an authorized administrator can reset the password and read electronic mail.
- 3) **Desktop Facsimile Use:** Copies of all facsimile transmissions sent and received are maintained in the facsimile server.
- 4) **Document Use:** Each document stored on IBT College computers has a history, which shows which users have accessed the document for any purpose.
- 5) **Internet Use:** Internet sites visited, the number of times visited, and the total time connected to each site is recorded and periodically monitored.

IBT College reserves the right, at its discretion and without notice; to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law.

## **The Internet And On-Line Services**

The IBT College provides authorized employees access to on-line services such as the Internet. IBT College expects that employees will use these services in a responsible way and for business-related purposes only.

Under no circumstances are employees permitted to use the IBT College's Technology Resources to access, download, or contribute to the following:

- 1) gross, indecent, or sexually-oriented materials;
- 2) sports sites;
- 3) job-search sites;
- 4) entertainment sites;
- 5) gambling sites;
- 6) games, humor;
- 7) illegal drug-oriented sites;
- 8) personal pages of individuals; and
- 9) politically-oriented sites or sites devoted to influencing the course of legislation or public policy.

These actions will generate junk electronic mail and may expose the IBT College to liability or unwanted attention because of comments that employees may make. The IBT College strongly encourages employees who wish to access the Internet for non-work-related activities to get their own personal Internet access accounts.

## **Software**

Unauthorized downloading of software is strictly prohibited to prevent the transmission of computer viruses through IBT College's computer system. Only software registered through IBT College may be downloaded, and no employee may load software on IBT College's computers without prior authorization from the system administrator.

## **Security/Appropriate Use**

Employees must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorization has been granted by IBT College management, employees are prohibited from engaging in, or attempting to engage in:

- 1) Monitoring or intercepting the files or electronic communications of other employees or third parties;
- 2) Hacking or obtaining access to systems or accounts they are not authorized to use;
- 3) Using other people's log-ins or passwords; and
- 4) Breaching, testing, or monitoring computer or network security measures.

## Encryption

Employees can use encryption software supplied to them by the systems administrator for purposes of safeguarding sensitive or confidential business information. Employees who use encryption on files stored on a IBT College computer must provide their supervisor with a sealed hard copy record (to be retained in a secure location) of all of the passwords and/or encryption keys necessary to access the files.

## Confidential Information

The IBT College is very sensitive to the issue of protection of trade secrets and other confidential and proprietary information of both the IBT College and third parties ("*Confidential Information*"). Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting Confidential Information on the IBT College's technology resources.

Confidential Information should not be accessed through the IBT College's technology resources in the presence of unauthorized individuals. Similarly, Confidential Information should not be left visible or unattended. Moreover, any Confidential Information transmitted via technology resources should be marked with the following confidentiality legend:

*"This message contains confidential information. Unless you are the addressee (or authorized to receive for the addressee), you may not copy, use, or distribute this information. If you have received this message in error, please advise the college or the name of staff immediately at 675 323 3073 or return it promptly by mail."*

## Violations

Any staff or faculty who abuses the privilege of their access to email or the Internet in violation of this policy will be subject to corrective action, including possible termination of employment, legal action, and criminal liability.

## Procedures

- 1) Procedures for accessing the Voicemail, Email and Internet system, as well as the guidelines for how to properly send and retain information, may be obtained by contacting System Administrator.
- 2) The Voicemail/email/Internet policies and procedures should be reviewed by each employee on a semi-annual basis.
- 3) Questions concerning the use of the voicemail/email/internet system should be directed to the systems administrator.

## Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 4.5 Student Equity, Diversity And Fair Treatment Policy

### Purpose

- 1) Students or persons seeking to enroll in a course of study (prospective students) with International Business & Technical College (IBT College) are entitled to access the grievance procedure as set out by IBT College, regardless of the location of the campus at which the grievance has arisen, the students' place of residence, or the mode in which they study..
- 2) IBT College recognizes the rights of students or those seeking to enroll in a course of study at the College to have unhindered access to mediation. This means they have the right to report problems, concerns, or grievances regarding any aspect of their education or other activities, which are within the control of IBT College.
- 3) IBT College recognizes mediation as an official avenue for resolving grievances in accordance with published and accountable procedures as set out in the Student Grievance and Mediation Policy and Procedures.

### Scope

International Business & Technical College (IBT College) has individual, administrative, and supervisory avenues for mediation. Should other avenues come into conflict with the Student Grievance and Mediation Policy, this policy overrides all other avenues for mediation.

### Definitions

- 1) A grievance is a complaint or conflict which arises out of an act, decision, or omission which the grievant considers being unjust, wrongful, or discriminatory and which is within the control of International Business & Technical College (IBT College).
- 2) Mediation is a process by which the participants in a dispute, together with the assistance of a neutral person, systematically isolate disputed issues in order to develop options, consider alternatives, and reaches a consensual settlement that will accommodate their needs.

***a) grievance may include issues relating to, but not limited to:***

- 1) Selection and Admission
- 2) Content and delivery of Units in a course
- 3) Assessment (for example assignments, tests, examinations)
- 4) Special consideration
- 5) Intention to report the student due to unsatisfactory course progress
- 6) grades necessary to maintain a for scholarship as a pathway



- 7) Cancellation of enrolment
- 8) Job Placements
- 9) Additional matters relating to boarding facilities, whereby a student traveling from other provinces has missed out
- 10) Boarding students suspension for misconduct

**a) .Non- grievance may include but not limited to issues relating to:**

- 1) Fee Payment
- 2) Sponsorship Fees
- 3) Cancellation of enrolment
- 4) Refusal of the transfer request
- 5) Withdrawal without Penalty
- 6) Misconduct (other than plagiarism)
- 7) Sexual Assault and Sexual Harassment
- 8) Harassment and Discrimination
- 9) Health and Well being
- 10) Facilities

**Bullying or Harassment**

International Business & Technical College (IBT College) will not tolerate inappropriate behavior of any kind. Any student who lodges a complaint or grievance will not be subject to discrimination or victimization. Any respondent to a complaint or grievance will not be subject to discrimination or victimization.

**Rights of Students**

International Business & Technical College (IBT College) recognises that any written agreement between students and the College does not limit the students' right to make complaints and seek appeals of decisions and action under various process.

## Guidelines

- a) **Grievance Mediation IBT College will ensure the following when dealing with complaints, grievances, and appeals:**
  - i. Each complaint, grievance, appeal, and its outcome are recorded in writing;
  - ii. To the extent practicable, each complaint or grievance is confidential (outside the parties and to whom the complaint or grievance applies and the staff who are responsible for administering the process);
  - iii. Students must complete IBT College's Complaints and Grievance Form available from the college's website or Registrar's Office for prospective students. The form must set out in writing the nature of the complaint or grievance, including all relevant supplementary information or documents;
  - iv. Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance;
  - v. Each appeal is heard by an independent person or panel, and
  - vi. Each plaintiff:
    - a. Has an opportunity to formally present their case
    - b. Is provided information on the avenues for appeal; and
    - c. Is given a written statement of the appeal outcomes, including a full explanation for the decision.
- b) **IBT College is dedicated to the fair hearing and resolution of all grievances and will discuss with students and staff their familiarity with procedures for dealing with complaints, grievances, and appeals**
- c) **The grievance policies and procedures will be explained during orientation for staff and students and included in the student handbooks. and support staff will be trained by the Principal/Director Academic, Registrar, and relevant Trainer.**

## **Grievance Procedures**

If a problem, complaint, or grievance is being experienced with a staff member, student, or agent, the following procedure should be used:

### **A. INFORMAL STAGE (RECOMMENDED WHERE IT IS REASONABLE AND APPROPRIATE):**

- 1) Identify and discuss the complaint or grievance with the other party
- 2) Discuss the best outcome to the complaint or grievance
- 3) Agree to act to resolve the complaint or grievance
- 4) This option is not encouraged for cases relating to sexual assault and harassment.

### **B. STAGE ONE:**

- 1) If talking to the person doesn't resolve the issue, the student should fill out the "Grievance and Complaints Form (Appendix 1)."
- 2) Complaints must be made within one month of the issue occurring or of receiving advice from the informal stage.
- 3) Enrolled and prospective students will submit grievances or complaints to the Administration's Manager.
- 4) The date and time of receiving the complaint should be recorded.
- 5) Stage 1 grievances will be mediated by the Principal or their nominee.
- 6) Stage 1 non- grievances will be mediated by the Administration Manager or their nominee.
- 7) The process will start within 10 working days of lodging the complaint.
- 8) The student will have the chance to formally present their case.
- 9) Both parties may bring a support person who is a third party to these meetings.
- 10) Both parties will receive a written statement of the complaint outcome, including the reasons for the decision, within 10 working days of the process starting.

### **C. STAGE TWO:**

- 1) For matters, appeal to the Director Academic - within 10 working days. The College Registrar has 20 working days to consider and provide a written explanation.
- 2) For non- matters, appeal to the Director Academic within 10 working days. The College Registrar or nominee has 20 working days to consider and provide a written explanation.
- 3) The Registrar will inform the Director Academic (for grievances) or the Registrar will inform the Director Academic (for non- grievances) if necessary.

### **Grievance Protocols**

#### **A). Procedure To ensure fair and transparent assessment and investigation of grievances:**

- 1) Grievances against administrative or support staff go to the College Registrar
- 2) Grievances against faculty go to the respective HoD / Training Coordinator.
- 3) Grievances against Training Coordinator go to the Director Academic.
- 4) Grievances against the Registrar go to the Director Academic.
- 5) Grievances against Director Academic go to the Principal.
- 6) The Principal may inform the Committee or Governing Council, if necessary.
- 7) Immediate rectification of College policies and procedures if needed, documented changes implemented promptly.

### **Grievance and Appeal Decisions**

#### **Procedure for Grievance and Appeal**

- 1) Students can continue their studies during the complaint and appeal processes until a final decision is reached, except in instances detailed in 11b.
- 2) Suspension or cancellation of a student's enrollment takes effect only after the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- 3) If a decision or recommendation in favor of the student is made in the internal or any external complaints handling or appeal process, the College will immediately implement

the decision or recommendation, take preventive or corrective action required by the decision, and inform the student of that action.

### **Records Management and Reporting**

#### **Procedure for Recording and Reporting**

- 1) All formal and informal grievance and appeal cases will be securely maintained by the Registrar as per the Record Management Policy.
- 2) Details of the grievance process and resolution must be documented, with copies provided to all parties involved.
- 3) The Director Academic/Registrar will provide regular reports on student grievances and appeals to the Committee and the Governing Council.

#### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

# SECTION 5 – ACADEMIC POLICIES

## 5.1 Admission And Enrolment Policy And Procedure

### Purpose

This policy aims to establish a comprehensive framework for evaluating admission to coursework programs offered by the International Business and Technical College. It delineates the process for assessing admission applications and enrolling students in pertinent courses or units of competency.

### Definition

- **Course** is a program of study leading to a qualification or an award. A course may comprise of units.
- **Letter of Acceptance** means the formal notification from International Business & Technical College on behalf of the college, offering an applicant a place in a nominated course under specified conditions, such as location, mode of study, duration, course fee and type of place offered.
- **Admission** is acceptance of an applicant as a student at IBT College in the nominated course(s).
- **Enrolment** is allocation of unit(s) of competency as prescribed under each course as part of student's training plan that leads to attainment of the relevant competency or qualification on successful completion.

### Scope

This policy applies to all coursework programs offered by IBT College and covers the evaluation of admission applications and the enrollment process for students in relevant courses or units of competency.

### Policy

This policy establishes the framework for evaluating admission to coursework programs at IBT College. It outlines the process for assessing admission applications and enrolling students in relevant courses or units of competency.

The IBT College RTO Manager software will primarily be used for student admission and enrollment once the students have lodged their completed applications, copies of Grade 10/12 school certificates and transcripts, student ID photo size, and references. The Assistant Administration Support Officer will enter the records in the RTO system to process their Letter of Acceptance.

## Course Entry Requirements

Prospective students are considered based on one or more of the following:

### Admission

#### ▪ Certificate Level

There is no prerequisite requirement to enter the certificate level course. However, it is preferred that student:

#### Eligibility

- Have completed Grade 10 and above
- Have **Pass** in English and Math
  - Students below Grade 10:
    - Compulsory to undertake a Language, Literacy, and Numeracy evaluation to determine eligibility to enroll
- **Diploma Level**

#### Eligibility

- Successful completion of Certificate course from IBT College or other institution that is recognized.
- Have successful completion Grade 12 Secondary School
- Have a GPA of **2.0** and above
  - Have a **credit** in English and Math
- Working professional with relevant work experience for more than 5 years and over.

## Procedures and Guidelines

### Admission Application

To apply for admission, students must:

- **Document Submission**

Prospective students seeking admission to an IBT College course must submit the following documents:

  - a) School Certificate (grade 10/12)
  - b) School Transcripts
  - c) School Reference
  - d) School Identification Card
  - e) Birth Certificate or NID Certificate
  - f) Current 2x ID Photos



- **Application Form**  
Complete the IBT College Application Form and sign the Terms of Condition for Enrollment.
- **Document Verification**  
The Admissions Officer processing applications must verify the applicant's academic credentials and the status of the awarding institution by:
  - a) Sighting and verifying original transcripts, certificate awards, and other necessary documents.
  - b) Verifying original application forms and Conditions of Enrollment forms signed by the student and sponsor.
  - c) Verifying if the student is under the Sponsorship Scheme with a Guarantee letter from the sponsor.
- **Approval Process**

The Director Academic/The College Registrar will approve all new admissions. Approval signatures will be obtained on the application form.

#### **Letter of offer**

- a) The Admission offer will input all personal information into the RTO manager system for admission, with processing completed on the same day.
- b) The Acceptance Letter will include details such as the Name of Course/Program, commencement date, Duration, Course Fee, Study Mode, Installment Payment, and other relevant information.
- c) Prospective students will be informed about the Acceptance Letter and conditions of enrollment before the course begin.

#### **Confirmation of Enrollment**

The confirmation of enrollment is electronically sent to the student's email or WhatsApp for their verification of their enrollment.

#### **Deferment of Enrollment**

If the commencement date of a course does not meet the required number of students, IBT College will seek possible alternatives for the student to take.

1. The student can undertake the prescribed Unit through Home Base Learning for a duration of one month, or
2. Take the Online training for duration of one month to complete the Unit assigned by the college registrar.

### **Transfer to Another Course**

- a) Students wishing to transfer to another program must seek approval from the College Registrar prior to making any changes.
- b) The student should write to the College Registrar, stating their reason for transfer. Upon receiving the letter, the registrar will inform the Director of Academic Affairs.
- c) The process will take two days to make the decision, and the student will be informed accordingly..

### **Application for Transfer and Credit Transfer**

A person applying for an admission offer or having received an admission offer may apply for credit transfer based on prior study or relevant skills and experience, according to IBT College's RPL Policy and Procedure and Credit Transfer Policy and Procedure.

### **Enrollment**

- a) IBT College will enroll students in their respective courses once their application for admission into the course has been approved by the RTO Manager System and the conditions of enrollment are met by the student, and an Acceptance Letter is offered to the student.
- b) The Admission officer completing enrollment will ensure that the students are placed in appropriate groups and provided with student workbooks, timetable schedules, student IDs, and course information.
- c) Notifications will be posted on students' WhatsApp, emails, and the Noticeboard at the campus hall.

### **Enrollment Procedures**

- a) The student file is checked to confirm that all the required documentation, as per the application requirements, has been obtained, and advance fees have been received.
- b) Student details are entered into the Student Management System (SMS) (RTO Manager), and student enrollment details are extracted and printed.
- c) Students are sent a copy of their enrollment through email.
- d) Students are provided with details of the next orientation session (usually held at the start date of the academic semester).

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 5.2 Credit Transfer Policy And Procedure

### Purpose

At IBT College, Credit Transfer is a way for students to get credit for parts of a qualification they've already completed. This happens when what they've learned in one course is similar to what they need to learn in another course. So, instead of studying the same thing again, they can skip ahead.

### Scope

This policy applies to all IBT College policies, procedures, and training activities.

### DEFINITIONS Current Unit:

- a) The Unit of Competency that is current and in the current course the student is enrolled in Old Unit:
- b) The Unit of Competency shown on the student's Award or Statement of Attainment

### Policy

- **Eligibility**
  - a) Students are eligible for Credit Transfer if they can demonstrate that they have achieved learning outcomes equivalent to the current unit of competency they are seeking credit for.
  - b) Credit Transfer is only granted for units that are current and applicable to the student's enrolled course.
- **Application Process**
  - a) Students must submit a Credit Transfer Application Form along with supporting documentation to the College Registrar.
  - b) The College Registrar will assess the application and determine if credit can be granted based on the evidence provided.
- **Assessment of Equivalence**
  - a) The College Registrar will determined by comparing the learning outcomes, content, and assessment criteria of the current unit offered by IBT College with the unit for which credit is sought from a separate educational institution.
  - b) Where equivalence is established, the student will be granted credit for the unit, and this will be recorded on their transcript.
    - a. If the unit of competency is not match, the student will take the required unit to attain marks
    - b. Student will take the Unit of competency through Home Base Learning that is agreed and arranged schedule by the Director Academic / College Registrar.
- **Appeals**
  - a) Students have the right to appeal the decision regarding their Credit Transfer application.
  - b) Appeals must be submitted in writing to the College Registrar within 14 days of receiving the decision.

### **Decisions on Credit Transfer and RPL Applications**

The Academic Director is responsible for making decisions on credit applications that are fair and transparent and adhere to the requirements of this policy and procedure. Decisions should also take into account the entry requirements of the diploma course and have regard for credit precedents. The length of time since study was undertaken is also taken into account.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 5.3 Assessment Validation, Grading And Moderation Policy And Procedures

### Purpose

- 1) IBT College is committed to effective assessment validation, grading and moderation as an integral part of its assessment procedures.
- 2) IBT College moderates the design of assessments and students' performance internally and externally to ensure the validity and reliability of its assessment practices and awarding of grades. Moderation is undertaken each term / semester as part of a continual improvement cycle.
- 3) The purpose of this Policy is to ensure that assessment tasks are aligned to the unit (subject) and course learning outcomes and marking is valid and reliable

### Responsibilities

#### a. The Director Academic - Examinations is responsible for:

- i. Undertaking ongoing assessment validation and moderation.
- ii. Ensuring, in conjunction with the Examination Committee, Academic Director and Head of Departments that all assessments are valid, that they are conducted fairly, that the results are reliable, and declared in a timely manner by the Examination Committee.
- iii. Reviewing the papers for adherence to format, avoiding any repetitions and obtaining the necessary approvals from designated Director Academic / Department Heads.
- iv. Managing and overseeing all assessments (ongoing, mid-term and final examination or alternate final assessment in lieu of final examination).
- v. Consulting with Director Academic on any incongruent assessment outcomes and if necessary, convening an Examinations Committee meeting to review the same.

#### b. Campus Course Offices are responsible for:

- i. Documenting and coordinating all assessments and assignments with the assigned staff.
- ii. Obtaining two sets of mid-term and final assessment examination papers / assignments from staff with supporting assessment rubrics and model answers for each unit and forwarding the same to the Principal Examination within the stipulated timelines.
- iii. Working in close coordination with the Principal Examinations to manage invigilated mid-term and final examinations and their grading.

**c. Director Academic / Department Heads are responsible for:**

- i. Ensuring pre-assessment validation of assessment briefs for all units for their respective Course(s).
- ii. Reviewing results provided by each faculty, for an adequate spread of results such as to avoid any incongruent outcomes, in consultation with the Director Examinations, if necessary.

**d. Staff is responsible for**

- i. Managing and overseeing all ongoing individual and group assessments assignments in their unit(s).
- ii. Demonstrating that all assessment items are aligned to unit learning outcomes.
- iii. Providing the Course / Program Office with two sets of mid-term and final assessment examination papers/assignments with supporting assessment rubrics and model answers for their unit(s).
- iv. Generating a spread of results for each assessment item.
- v. Consulting on any incongruent assessment outcomes in the spread of results with the Director Academic/ Principal - Examinations and taking necessary corrective measures where required.

**Principles of assessment**

- a. All units may include diagnostic, formative and summative assessment.
- b. Assessments are designed to be:
  - 1) Accessible to all students.
  - 2) Accommodate diversity.
  - 3) Aligned to the unit and course learning outcomes.
  - 4) Appropriately weighted, and
  - 5) Framed in accordance with the level specifications set by the National Qualifications Framework (NQF).
- c. Assessment tasks are constructively aligned to the unit and course content, unit and course learning outcomes.
- d. Assessments are structured to promote and safeguard integrity regardless of the mode of delivery.

- e. Where group work is graded, criteria are set to ensure that all students receive marks that accurately reflect their individual level of attainment.
- f. Where applicable, the assessment schedule for all units may include early assessments and / or reviews that provide feedback on progress and identify students that need additional support.
- g. Assessment sheets / rubrics with model answers are available to staff to ensure efficient, consistent and reliable marking.
- h. Assessment results for any assessment task are released to all students in the class at the same time.
- i. Students receive timely feedback for each assessment to assist them in achieving the specified unit learning outcomes. To ensure this the following timeframes need to be adhered to:
  - a) Evaluated formative assessments scores are returned to students in class or electronically at the earliest possible timeframe and latest within two weeks from due date of the assessment task.
  - b) Students who have queries or seek additional feedback should approach their course coordinator / course manager immediately within 3 working days of the assessment scores being returned to the students.
  - c) Results of mid- term and final examination or final assessment in lieu of final examination are communicated to the students within three weeks of the final assessment date .
  - d) If there is a delay in not meeting the stated timeframes for release of assessments, students are kept informed of the delay.

#### **Validation of assessment design and moderation of assessment outcomes**

##### **A. IBT College encourages its staff members to use a diverse range of assessments. Tasks may include, but are not limited to:**

- i. Class participation
- ii. Case studies and role plays in either authentic or simulated environments
- iii. Individual and group assignments
- iv. Field work
- v. Student board room discussions and submission
- vi. Quizzes
- vii. Essays and discussion papers

- viii. Verbal and written presentations
- ix. Capstone and research projects
- x. Integrated learning
- xi. Mid- term and final examinations / final assessments in lieu of final examination.

**B. IBT College staff will monitor, assess / co- assess and validate all Work Integrated Learning placements / internships**

**C. Validation and moderation methods may include:**

- i. Validation of assessment briefs
  - ii. Internal and external moderation of assessment tools and activities
  - iii. An assessment review panel
  - iv. An independent external validator
  - v. Benchmarking against evidence from other external providers of units at the same NQF level.
- a. Select units from each year of a course will undergo post assessment validation and moderation every year so that all unit within a course undergo assessment validation and moderation over a three-year period.**

**Assessment Validation and Moderation Procedure**

- a. The Principal Examination s develops a schedule to determine which units will be chosen, the timing of assessment reviews, the types of validation and moderation methods, and the timetable for assessment validation and moderation. The schedule may include the use of any other external benchmarking resources available.
- b. The assessment validation and moderation process will be implemented in two stages of pre-assessment and post assessment validation.
- c. Pre-assessment validation of assessment tasks**
  - i. Unit Outline Review and approval**
    - All unit outlines developed by the staff will be reviewed and approved by the Director Academic / Department Head as applicable, to ensure that:
      - Assessment methods and tasks are mapped appropriately and cover all unit learning outcomes
      - Assessment methods and tasks are consistent and gather sufficient evidence of achievement



- Marking criteria and rubrics meet the unit and threshold learning outcome requirements.
- ii. Validation of all mid- term and final examination paper / assessment in lieu of final examination**
- All Mid-term and final assessments are reviewed to ensure:
    - i. Validity of the questions posed ○ Appropriate weightage is given to questions
    - ii. Appropriate variety of questioning techniques, and
    - iii. Content being assessed links to unit and learning outcomes
    - iv. Questions are not repeated in previous question paper.
- d. Post-assessment moderation of assessment outcomes prior to declaration of final results/grades**
- i. Review of spread of results**
- The Course office will provide to the Director Academic Examination s Office the raw scores for each assessment item for a unit.
  - If the results appear to be incongruent with prior and / or expected trends, the Director Academic Examination s will consult the staff to review the interpretation of the marking criteria used.
  - Post consultation, if in the opinion of the Director Academic - Examinations, the results still require further review then Director – Examinations will consult the Director Academic and the Registrar.
  - If post moderation and consultation as detailed above, any results continue to be incongruent with prior and / or expected trends then a report will be prepared by the Director Academic Examination s and provided to the Examination Committee for its consideration. The report will include:
    - Details of assessment processes and tools used ○ Any feedback from staff and / or students about assessments
    - Samples of graded assessments by another staff for the same / similar unit
  - The Examination Committee will assess the report and determine whether further investigation and action required.
- ii. Post declaration of result / grade declaration assessment moderation**
- A series of activities will be undertaken at random to verify the rigor of the assessment processes which include (but are not limited to):

- Moderation at the margins (final results centered around the specific grade levels – a representative sample of assessments around these borderline grades will be reviewed)
- Multiple markers in the same unit – the distribution of the marks awarded by the multiple markers is assessed (and if there are multiple questions in the assessment, then the marks for each question) to ascertain whether there are markers who might lie outside the average or general trend
- Random sampling – review of randomly selected examples of all the assessment types for an entire unit .
- A review undertaken every year by an external reviewer in accordance with compliances and requirements of various statutory bodies. The report template includes, but is not limited to, comment on standards, standards of student performance, course structure and curriculum, the alignment of learning outcomes to the assessment types, teaching methods, assessment criteria and marking, grade distributions, and moderation and sampling methods.

**e. The Director Academic - Examinations will six monthly report to the Examinations committee of the post assessment moderation and validation activities as in undertaken with details of:**

- formal reports received
- areas of improvement / gaps highlighted
- related improvement activities plan, with assigned responsibilities and completion dates
- Update on actions undertaken from previous post assessment and moderation activities

**Grading procedures**

- a. The Course/Program Office will provide all completed assessments and examination answer scripts to the relevant staff for marking.
- b. On receipt of the relevant marked assessments and examination scripts the Campus Course Offices will collate all the marks for all assessments for each unit and forward the collated raw mark-sheet to the Director Academic Examination Office for grading.
- c. Post moderation and validation, the Director Academic Examination Office will submit the provisional grades to the Examination Board for approval.
- d. The Director Academic Examination Office in conjunction with the Registrar's office will provide final grades and term performance data to the Principal's office.

## Grading systems

**a. Grades awarded reflect the level of student attainment.**

- i. The Grade notations used at IBT College are letter grades **A, B, C, D, PC** (Pass Conceded) and **F** letter grades.
- ii. **A-C** is further divided in to 3 notches – e.g. letter grade **A** is further divided into 3 notches **A+, A** and **A-**.
- iii. A letter grade of **PC** is awarded in exceptional cases for a performance below that normally required for a pass. It is granted for a unit when the overall performance is considered to warrant such a concession. A **PC** grade for a unit may be awarded at the joint discretion and decision of the Principal and Registrar subject to a recommendation by the Director Academic- Examinations.
- iv. The letter grade **F** reflects non-achievement of unit learning outcomes.

**b. At the beginning of each unit, trainers provide a written explanation of grading procedures. In general, a weighted average total of all the evaluation components are generated at the end of each unit for every student. Then students are graded relatively on a bell curve using a weighted average, comparing performance against their peers in the unit.**

**c. Letter grades denote the following range of performance:**

Letter Grade	Percentage of Class
<b>A+ / A / A-</b>	25%
<b>B+ / B / B-</b>	50%
<b>C+ or lower</b>	25%

**d. Letter grades denote the following levels of performance:**

Letter Grade	Grade Point
<b>A+</b>	4.30
<b>A</b>	4.00
<b>A-</b>	3.70
<b>B+</b>	3.30
<b>B</b>	3.00
<b>B-</b>	2.70
<b>C+</b>	2.30
<b>C</b>	2.00
<b>C-</b>	1.70
<b>D</b>	1.00
<b>PC</b>	0.50
<b>F</b>	0

- e. **Additional grades apply in the following circumstances:**

Letter Grade	Definition
<b>Pass</b>	Pass/Fail grade only
<b>Fail</b>	Pass/Fail grade only
<b>I</b>	Incomplete
<b>E</b>	Exempted
<b>W</b>	Withdrawn

- f. **An F letter grade carries zero credit points. A student needs to clear all F grades through retest (supplementary exams) to graduate.**
- g. **The grading system is detailed in the course student handbook accessible to prospective students before they enrol in a course of study. It is also available to current students before they attempt assessment tasks.**
- h. **All grades appear on records.**
- i. **CGPA is the weighted average of all the grade points earned by a student in the course divided by the total number of credits in the course.**
- j. **Units assessed on a pass / fail basis are not included in the CGPA.**
- k. **Students who have not completed all requirements for a unit earn I (Incomplete) grade and may complete the unit later within the specified course completion period and earn appropriate credit.**
- l. **Students who withdraw from a unit for personal reasons are awarded a W (Withdrawn) grade. Subject to approval by the Registrar students with an W grade may complete the respective unit later within the specified course completion period and earn appropriate credit.**

### **Grading Methods**

- a. **Both relative and absolute grading methodologies are used.**
- b. **Relative Grading**
- i. **The relative grading policy consists is applicable for all units (excluding simulation units, student projects, coursework units where the class size of the students is 20 or more.**
- ii. **Steps to Compute 'A+' to 'F' grade for class size of 20 or more students**

**Step 1:**

From the raw scores obtained by the students for each unit, construct a normal curve for all units having 20 or more observations.

**Step 2 :**

All students who have not secured a threshold minimum of 40 percent in the end term examination AND those who do not secure an overall of 40 percent (composite score) will obtain an 'F' Grade.

**Step 3:**

Using unit-wise average and standard deviation, compute scores corresponding to 2 Standard deviation: Unit-wise Raw Average Score – 2\* Unit -wise Standard Deviation.

**Step 4:**

Compute the bottom 5% of raw scores for each unit to determine the bracket consisting of 'D' and 'F'.

**Step 5 :**

Notwithstanding condition for F grade allocation mentioned in Step 2 above, Students obtaining scores 2 and below 2 standard deviation score will be assigned 'F' grade. Students obtaining scores more than 2 standard deviation scores, but falling within the bottom 5% bracket, will be assigned 'D' and 'F' grade.

**c. Absolute Grading**

- i. All course work units, simulation units, student projects and units where class size is 1 to 19 students will use the absolute grading scale as detailed below\

Score range	Letter Points
95-100	A+
90-94	A
85-89	A-
80-84	B+
75-79	B
70-74	B-
65-69	C+
60-64	C
50-59	C-
40-49	D
00-39	F

- ii. All students who have not secured a threshold minimum of 40 percent in the end term examination AND those who do not secure an overall of 40 percent (composite score) will obtain an 'F' Grade.

## Re-tests

- a. After the results and grades are declared on Bulletin Board and if permissible, students who have not met the rules for course progression may be given the opportunity to apply to the Director Academic - Examinations Office to undertake a 're-test' (i.e. re-sit an examination or re-submit an assessment). When applying for a re-test, students must clearly state the reasons for the re-test.
- b. There will be no retest for units not having an end term exam / semester examination e.g. Projects, Simulations, team-based activities etc. Students would need to redo the unit or take the independent study route to complete the course
- c. Students must pay the requisite fee for taking the retest, complete the Re-test Application Form and submit it to the Director Academic - Examinations Office along-with the fee receipt.
- d. The highest grade awarded at a re-test is a C+.
- e. A re-test grade is considered final and it is included in the student's CGPA.
- f. Re-tests take place on scheduled dates arranged by the Director Academic - Examinations Office.
- g. The Office, under the oversight of the Director Academic - Examinations, will manage all re-tests and their grading by relevant staff.
- h. The Office will provide re-test scores to the Director Academic - Examinations Office which will submit the revised grade to Examination Board for approval.
- i. Following approval by the Examination Committee, the Director Academic -Examinations will upload the grades on Bulletin board for Office and Registrar's office reference.

## Re-evaluations

- a. Students who are dissatisfied with their mid-term or final examination results may submit a Re-evaluation Request Form to the Director Academic - Examinations.
- b. There will be no re-evaluation for projects and simulations units .
- c. The Director Academic - Examinations will arrange for an independent assessor to re-assess the student's responses. An Independent Assessment template is provided to the independent assessor.
- d. Examination scripts may only be re-evaluated once, and the results awarded upon revised assessment will be considered as final.

## **Independent Study**

In exceptional circumstances where a student is unable to complete a unit successfully for justifiable reasons acceptable to the College, such as absence from class on medical grounds or being awarded an 'F' grade, he / she may apply for Independent

## **Appeals Process**

All decisions made by the College in relation to assessment and grading can be appealed through the processes set out under grievance in Student Grievance and Mediation Policy and Procedures.

## **Record Keeping**

- a. The Office keeps all assessments, examination papers and answer scripts on hardcopy and RTO Manager storage system.
- b. The Director Academic - Examinations also retains copies of all mid-term and final examination question papers for all courses.
- c. Periodically, on completion of a course and as prescribed by the Registrar's Office, the full set of assessment and answers scripts for each intake will be held in the RTO manager system software for centralised storage in accordance with the Records Management Policy.

## **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 5.4. Student Performance Data Policy And Procedure

### Purpose

The purpose of this policy is to outline the procedures for managing student performance data at IBT College. It aims to ensure accurate and timely recording, processing, and retrieval of student performance data to support student learning, compliance with regulatory requirements, and decision-making processes.

### Scope

This policy applies to all staff involved in the collection, recording, processing, and retrieval of student performance data at IBT College. It covers data related to student enrollment, course management, scheduling, assessment, compliance monitoring, and reporting.

### Policy and Objective

IBT College uses the RTO Manager Software to manage student performance data. The objective of this policy is to ensure that student performance data is accurately recorded, processed, and retrieved in accordance with regulatory requirements and college policies.

### Responsibilities

The Registrar ensures that all record management requirements for student performance data are met.

The Director Academic and Quality Assurance Officer use student performance data to manage academic at-risk students, monitor unit pass rates, semester/term progression, and course completion. They also provide analysis and recommendations to the Academic Committee and update the Academic Board quarterly with student feedback data and recommendations for improvement.

### Procedures and Guidance

- **Data Collection**

Student performance data will be collected during assessments, coursework, and other relevant activities using the RTO Manager Software.

- a) The data collected includes (but is not limited to), information relating to attendance, grades, performance, progression, outcomes, completions, feedback, complaints and breaches of academic integrity.
- b) The use of the data includes (but is not limited to), analysis of student performance data identification of at-risk students, unit pass rates, semester/term progression and course completion and attrition, to identify problems relating to course delivery, admission requirements, academic integrity, and for reporting information to Board Council.



- c) The data can be used by (but not limited to) a range of stakeholders, and in particular, by Principal, Director Academic, Director Administration, Director Student Support Service, Quality Assurance officer, the Academic Committee, Program Review committee (and its sub-committees) and the Governing Council.
- **Data Recording**
  - a) Staff responsible for data entry will record student performance data accurately and promptly in the RTO Manager Software.
  - b) Hard copies will be reserved in the Registrar office for monitoring, analyzing to enable reactive and proactive measures for the observed and predictive risks.
- **Data Processing**
  - a) The RTO Manager Software will process student performance data to generate reports for analysis and decision-making purposes.
  - b) Report the performance data and its analysis to the Board of Directors through the Academic Committee.
  - c) Identify any gaps in student performance and develop and implement improvement strategies and external benchmarking outcomes.

- **Data Retrieval**

Student performance data can be retrieved from both hard files and electronic files stored in the RTO Manager Software.

- **Data Security**

Registrar's office will have access to student performance data. Any Staff will be restricted to authorized personnel only, and measures will be in place to protect student data from unauthorized access, loss, or damage.

Hard copies of student data will be handled in accordance with all the provisions of the Student Information Provision Policy. "The staff responsible for the management of sensitive information about a student must ensure this information is stored and managed securely and confidentially

- **Data Retention**

Student performance data will be retained in accordance with regulatory requirements and college policies for a period of 3 years.

- **Data Quality**

- a) Quality Assurance Officer will conduct a three (3) months regular audit to ensure the accuracy, completeness, and integrity of student performance data.
- b) Student Surveys and Feedback
  - a. As detailed in the Student and Staff Feedback Policy, a range of feedback mechanisms including surveys, focus groups, informal comments and other participatory activities are employed to obtain student feedback.
  - b. Student grievance data across all campuses is collated and maintained by the Registrar's office.

**Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 5.5. Recognition Of Prior Learning (Rpl) Policy And Procedure

### Purpose

The purpose of this policy is to provide a framework for the recognition of prior learning (RPL) at IBT College in accordance with the PNG National Qualification Framework (NQF). This policy aims to facilitate the recognition of the skills, knowledge, and competencies acquired through formal, non-formal, and informal learning experiences, including those gained through diploma programs at other institutions.

### Scope

This policy applies to all students enrolled in diploma programs at IBT College who wish to have their prior learning recognized for credit towards their current course of study.

### Policy and Objective

IBT College is committed to recognizing and valuing the skills, knowledge, and competencies acquired through prior learning.

The objectives of this policy are to:

- 1) Provide a fair, transparent, and consistent process for assessing and awarding credit for prior learning.
- 2) Enable students to progress more quickly through their studies by recognizing their prior learning.
- 3) Enhance the flexibility and accessibility of education and training at IBT College.
- 4) Ensure that the assessment of prior learning is valid, reliable, and meets the requirements of the PNGNQF.

### Prior learning Recognition

Prior learning may be classified as **formal** or **informal**. Formal prior learning is assessed through the Credit Transfer application process. Informal prior learning is assessed through the RPL application process.

- a) **Formal** prior learning Formal prior learning is acquired through formal processes such as the successful completion or partial completion of a diploma course at a recognized educational institution. A recognised institution may be a tertiary institution in PNG or at a recognised international institution.
- b) **Informal** prior learning Informal prior learning is acquired through informal processes such as employer/workplace training, and through relevant work/life experience.

### Procedures and Guidelines

Applications may be made for Credit Transfer for formal prior learning or RPL for informal prior learning. Students should enroll in the degree course and attend classes until a decision regarding credit has been made. Student enrolment may be amended based on the outcome of the Credit Transfer and RPL assessment.

- **Application for Credit**

- a) All applications should be made using the *Credit Transfer Application Form* for formal prior learning and *RPL Application Form* for informal prior learning available on the IBT College website.
- b) Enrollment fee of K1, 500.00 must be paid with the application together with the Acceptance letter.
- c) Documentation must be submitted to support claims of prior learning, and the form should be submitted to College Registrar staff.
- d) Applications should be submitted at least 2 weeks before the intake schedule. RPL requests submitted by the deadline are normally completed within 7 working days, but during peak periods, it can take up to 15 working days.
- e) Some requests may take longer due to the complex nature of RPL assessment. Later applications may be accepted but may not be processed in time for credit to be granted before the withdrawal date.
- f) Credit is granted only if the student provides evidence proving that they have obtained the skills and knowledge necessary to meet the outcomes of the diploma course, ensuring the integrity of the course.

- **Format Prior Learning Evidence**

Students seeking credit for formal prior learning are required to fill out the *Credit Transfer Application Form* and attach certified evidence demonstrating successful completion of the unit/s of study or award. Successful completion means that a grade of 'pass' or higher must have been achieved for the unit of study.

Appropriate evidence includes, but is not limited to, certified copies of:

- a) Official academic transcripts
- b) Official academic records
- c) Official award qualification
- d) Assessment marks confirmed by the institute
- e) Institutional handbooks/diploma course guides for the units under application that include details of the *unit's content, learning outcomes, and assessment details*.

- **Informal prior learning evidence**

For informal prior learning, students must complete the RPL Application Form and submit certified evidence showing they've acquired the relevant learning. Students are responsible for providing suitable evidence.

Appropriate evidence includes, but is not limited to:

- a) Reflective documents, journals or portfolios including course work produced, that relate past learning to the learning outcomes of the diploma course under application
- b) Resumes and referee reports that have been verified by referees
- c) Examples of the student's work drawn from the workplace, social, community or other setting
- d) Testimonials/letters regarding relevant skills or knowledge
- e) Interviews or direct observation of demonstration of relevant skills or knowledge by interview
- f) Successful completion of assessment or demonstration of capabilities relevant to IBT college course through a challenge test
- g) Any combination of the above

### **Articulation**

IBT College recognizes the importance of articulation between different education and training sectors. Students who have completed relevant qualifications at other institutions may be eligible for credit transfer or advanced standing at IBT College.

### **Application Process**

Students seeking recognition of prior learning must submit an application form to the RPL coordinator at IBT College. The application must include evidence of the prior learning, such as transcripts, certificates, or work samples.

The application should be submitted at least two(2) weeks before the next month intake as per the Acceptance Letter.

### **Application Limits**

There are no limits to the amount of credit that may be awarded through the RPL process. However, students must demonstrate that their prior learning is relevant to the current course of study and meets the learning outcomes of the program.

### **Decision of Application**

The decision to grant credit for prior learning rests with the Director Academic at IBT College. The Director will assess the application based on the evidence provided and may request additional information if necessary.

The decision will be communicated to the student in writing, along with any conditions or limitations on the credit granted.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 5.6. Student Evaluation Plan

### Purpose

This policy outlines the rules and guidelines for evaluating students in credit courses and programs at IBT College. It covers how assignments, tests, exams, and other evaluations are set and organized to assess student performance.

This policy applies to faculty, students, and responsible administrators (Directors/Principal/Head of Departments) at IBT College. It also extends to the Academic Committees.

### Definition

An evaluation is any assessment of a student's performance in a course, whether credit or non-credit, that contributes to the final grade the student receives.

### Policy Statement

Faculty members assess student performance based on guidelines in the course curriculum, which is approved by the Governing Council. IBT College follows wide standards to ensure fair and consistent evaluation practices, as outlined in this policy.

### Course Instructor Outline

Instructors will give students an Instructor Course Outline for each course or section. This document will include details on how student performance will be assessed and any specific criteria, such as penalties for missed work or extra credit options. The Instructor Course Outline must comply with this Policy and the course curriculum guideline.

The Instructor Course Outline must always follow this Policy and the course curriculum guideline:

#### ***Instructor Course Outline must include:***

- a) Instructor's name, office number / e-mail address, and office hours
- b) Course Title, section(s), semester and course prerequisites
- c) General description of the course, its topics, scope, methodologies approach, etc.. as well as required and / or recommended texts and /or materials.
- d) Instructor's guideline statements relating to
  - i. Late assignment penalties
  - ii. Missed tests/make-up tests or assignments
  - iii. Academic integrity (see Academic Integrity policy)
  - iv. Attendance
  - v. Course- or section-specific competency standards
- e) Value and number of all assessments/evaluations, such as exams, tests, essays, labs, class participation, etc., expressed as a percentage of the final grade

- f) Minimum grade required to pass the course if this is at variance with standard College grading policy, or other exit requirement, where applicable, in accordance with an approved curriculum guideline
- g) Course-specific requirements, such as that students “must complete every assignment in order to receive a passing final grade,” “must write one in-class assignment,” “must pass both theory and lab components in order to pass this course,” etc., in accordance with an approved curriculum guideline
- h) If necessary, a statement indicating that the means or values of assessments/evaluations are subject to change during the semester
- i) Information on the College Academic Integrity policy .

## **NUMBER AND TIMING OF EVALUATIONS**

**All evaluations must adhere to the following College-wide conditions:**

1. The final grade awarded to each student shall consist of at least three separate assessments. These could be any combination of tests, examinations, or assignments, and may include class participation and attendance if these are included in the Instructor Course Outline and allowed for the course curriculum guideline.
2. No single assessment will count for more than 40% of the final course grade, unless there are exceptional circumstances and all parties (student, instructor, and administrator) agree.
3. **Evaluations** should be scheduled to give students early feedback on their progress. By the mid-term date, students should receive scores from at least one assessment. This helps students decide whether to increase their study efforts, continue as usual, or withdraw from the course.
4. If instructors allow students to make up missed coursework, these opportunities must comply with the rules mentioned in the two points above.

## **Class Attendance and Participations**

Instructors can include a student's attendance and participation in their final grade. However, these expectations and calculations must be clearly explained in the **Instructor Course Outline** and be allowed by the course curriculum guideline.

## **Submitting Coursework**

The Instructor Course Outline will detail how students should submit coursework and when. Students must follow these instructions. If assignments are submitted to someone other than the instructor, students should get proof of submission. For electronic submissions, students should keep proof of sending. It's recommended that students keep copies of their assignments. Instructors may not accept electronically submitted work unless it's specified in the Instructor Course Outline or arranged in writing beforehand.

## **Penalties for Late course work**

Late submission penalties must be explained in the Instructor Course Outline:

- Instructors can choose not to accept assignments submitted after the due date.

- If late submissions are accepted, grades may be reduced based on the degree of lateness, applied consistently to all late submissions.

### **Final Examination in Credit Courses**

Instructors decide if a final exam is needed for a course, following the approved curriculum guideline. Final exams for semester-length courses must be scheduled after classes end. A take-home final exam can be given before the last day of classes and due during the official exam period. No evaluations worth more than 10% of the final grade can be held in the final 14 days of classes.

The 14-day rule for evaluations can be adjusted in the following situations;

- a) Students completing assignments like individual or group presentations, practicum requirements, and term papers with due dates set at the start of the course.
- b) Faculty giving make-up assignments or tests for students who missed assessments earlier in the semester, as long as these follow the rules in the "Number and Timing of Evaluations" section.
- c) Other situations where exceptions to the 14-day rule are necessary for the course's curriculum or delivery, with instructors needing to justify why the evaluation worth more than 10% should be held before the exam period. These exceptions must be approved by the Education Council in advance or explicitly mentioned in the course curriculum guideline.

There shall be a minimum of one full day with no scheduled classes or mandatory activities for students between the end of classes and the beginning of the final examination period of the semester.

### **Policy Authority**

The Director Academic is responsible for the overall management of the policy.

The Registrar is accountable for the annual production of the Calendar, and managing academic archives. The Calendar will include emergency procedures that occur during examinations. The Director Academic is accountable for ensuring academic policy objectives are met, including evaluation of student learning. HoD may delegate responsibility for approving course outlines, including evaluation practices, to program chairs.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.



## 5.7 Learning and Teaching Enhancement Plan Review and Monitoring Policy and Procedures

### Overview

This policy outlines how IBT College develops and keeps track of its Learning and Teaching Enhancement Plan (L&TE Plan). This plan is crucial for improving and ensuring the quality of teaching and learning at the College.

### Purpose

The purpose of developing and monitoring the L&TE Plan is to:

- 1) Ensure the College sets learning and teaching goals, tracks progress, and approves indicators for measuring achievements.
- 2) Regularly review the Plan to maintain quality standards.
- 3) Ensure teaching methods and assessments match the College's goals.
- 4) Identify areas needing improvement in learning, teaching, assessment, and curriculum.

### Developing of Learning and Teaching Enhancement Plan

- a) The Learning, Teaching and Program Review Committee will be responsible for developing the School's 4 -year L&TE plans.
- b) The L&TE Plan will take into consideration the various aspects of learning and teaching that contribute towards assuring and improving the quality of:
  - i. Learning (Student Participation, Student Experience and Attainments)
  - ii. Teaching (Staff Practice and Scholarship),
  - iii. Curriculum (Courses and Subjects), and
  - iv. Infrastructure for Learning and Teaching (Administrative, Physical/Environment and Technological).
- c) The L&TE plan's goals and KPIs will be aligned with the College's Strategic Plan.
- d) The Governing Council has the responsibility for approving the L&TE Plan.

### Monitoring the L&TE Plan

The L&TE Plan will be regularly monitored and reviewed as detailed below:

- a. Half yearly preparation of Progress Report of the L&TE plan for their respective areas by the Course Directors and nominated committees/staff for review by the Learning, Teaching and Program Review Committee/Quality Assurance Committee.
- b. The Learning, Teaching and Program Review Committee/Quality Assurance Committee will review the progress of the L&TE Plan and provide a half yearly update to the Governing Council on the progress against the L&TE Plan for the Governing Council's review and inputs if any.

Annually, the Learning, Teaching and Program Review Committee/Quality Assurance Committee will conduct and present a comprehensive review report of :

- a) analysis of the performance, actions taken and to the Governing Council progress against each of the strategic objectives of the LT& E Plan;
- b) description of the achieving of any additional goals for learning and teaching enhancement over and above those articulated in the College's Plan;
- c) any recommendations for additional strategic objectives to enhance learning, teaching and assessment in the College, and
- d) if required formulate an updated L&TE Plan and seek the Governing Councils approval for the updated plan.

### **Responsibilities**

- a) The Governing Council has responsibility for monitoring the implementation of the L&TE Plan.
- b) The overall responsibility for the implementation of this policy rests with the Chair of the Learning, Teaching and Program Review Committee / Quality Assurance Committee.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 5.8 Students at Risk Policy

### Purpose

IBT College prioritizes creating an environment where every student can flourish academically. Their policy revolves around promptly identifying students who may encounter challenges in their studies and providing them with tailored support. By vigilantly monitoring student progress, the college ensures that struggling individuals receive timely interventions to help them overcome obstacles and succeed in their courses. This proactive approach underscores IBT College's commitment to fostering a supportive learning community where all students have the opportunity to thrive and achieve their educational goals.

### Guiding Principles

- a) IBT College is committed to the provision of student support for all student.
- b) IBT College will implement processes for early identification of personal or academic issues that have the potential to adversely affect student educational outcomes.
- c) IBT College supports students and also fosters independence by encouraging them to be responsible for their own learning.
- d) IBT College will implement processes to identify students needing additional support so that the intervention is respectful, timely, equitable, consistent and procedurally fair. IBT College will undertake the following assistance to the student;
  - i. undertake analysis of admission data or entry pathway to identify cohorts who may require additional support;
  - ii. make available information about support services to staff and students; and
  - iii. encourage students with academic or personal support needs to access support from relevant internal and external support services.

### Scope

This applies to students in an accredited courses at all level in PNG National Qualification Framework.

### Duties and Responsibilities of Students

All students are expected to:

- i. follow the advice of the academic staffs and administration support staff
- ii. mandatory to attend all scheduled units
- iii. regularly updates on students units schedules and other notifications on student's bulletin board
- iv. notified / contact the college in any situation of the academic progression in timely manner
- v. Do not be hesitating to seek guidance / help / support from the teaching staffs and administration support staff.

## **Duties and Responsibilities of Registrar / Administration Assistant**

The College Registrar / Admin assistant will ensure the process of implementing;

- i. Identify the student's background information statuses and the level of his/her entry admission to the college
- ii. Support will be provide during the orientation program to the student who needed early intervention about the study programs
- iii. Identify student who are at risk of their academic units
- iv. Implement remediation plan for the students who are at risk
- v. Regularly monitoring if there is any allegation of their conduct
- vi. Identify students who needed academic support
- vii. outline information about academic expectations, academic integrity, course requirements and conditions of completion to students prior to commencement.
- viii. Regular checks on students attendance performance and academic performance

## **Academic Support**

Students needing Academic Support

- i. For courses/units where prescribed class attendance is required for students, the rolls will be monitored by the relevant Unit Trainer and the director academic. For early intervention if students attendance does not meet the attendance policy, he / she will be reported to the Director Academic or Head of department.
- ii. Early assessment will be given in session 4 to 6 to determine the student progression in the unit. If the student is facing difficult with the unit concern, he / she will be refer to the HoD or Director academic for early intervention and prepare a remediation plan for the risk student(s).
- iii. Students who are going through physiological and emotional distress and would like to withdrawal from the studies will have to see the Registrar / Director Student Support

## **Remediation and Intervention**

- i. Students who have not been able to successfully complete (pass) the required units as per the term/semester requirements will also be provided a re-test exam offering them a second opportunity to improve their grades in subjects where their performance is below requirements.
- ii. The Director Academic will meet the students who have low attendance, and/or do not perform satisfactorily in the early assessments, and counsel them to increase their engagement in the course.
- iii. Students who do not perform satisfactorily in early assessments for a course will have access to various support mechanisms as detailed in the Student Support Policy, and Student Consultation Policy.

### **Personal support**

- i. For the purposes of this policy, a student may be identified as requiring personal support and intervention, where their psychological or medical welfare is reasonably considered to warrant some form of intervention by the College.
- ii. In cases where a student is exhibiting possible signs of distress, how staff responds to the individual student will depend upon the nature and level of their distress. Staff should be aware of their own personal and professional limitations. Staff members are encouraged to consult with the Student Counselor for advice about the appropriate management of any student.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

# SECTION 6 – FINANCIAL AND ADMINISTRATIVE POLICIES

## 6.1 Tuition Fee Protection Policy And Procedures

### Purpose

This procedure outlines how the pre-paid tuition fees for students who have enrolled but not yet commenced studies at International Business & Technical College are managed and protected.

### Scope

This policy at International Business & Technical College is to:

- 1) Establish a fair and transparent policy and procedure for students and intending students regarding fees charged, protection of fees, and refunds, where warranted.
- 2) Define the circumstances in which International Business & Technical College will refund tuition fees and other course-related money paid by or on behalf of students.
- 3) Ensure that International Business & Technical College is complying with legislative and regulatory requirements for the fees, charges, and refund policy.
- 4) Reserve the right to change this policy at any time to ensure compliance with legislative and regulatory requirements.

### The Policy applies to:

- A. TVET Sponsored students (enrolled and intending students)
- B. IBT College stakeholders (corporate clients/individual)
- C. Government through DHERST
- D. Corporate Sponsors

### Objective

- 1) Clarify that this procedure applies to pre-paid tuition fees paid by sponsorship schemes organizations for students studying at International Business & Technical College, Six Mile.
- 2) Ensure that fees paid by sponsoring organizations are solely for tuition and study programs.
- 3) Emphasize that sponsored fees are non-refundable and should not be claimed for personal use.
- 4) Provide reasons for the regulation of sponsorship fees and the policy of not refunding them for personal reasons, including cases where the sponsored student defaulted on the enrollment intake or failed to start or finish the course with IBT College.
- 5) Establish a universal signal Tuition Protection Service to provide a flexible and streamlined approach to student placement.
- 6) Allow students an active role in selecting from suitable placement options through Distance learning or online information service.

## **IBT College Tuition Fee**

IBT College is committed to providing a high-quality educational experience at the lowest reasonable cost to students. Tuition for curriculum courses is set by the IBT College Academic Committee and Program Review Committee and is subject to change. The IBT college Governing Council approves fees presented via the recommendation of the Academic Committee by the Principal. The Principal is responsible for developing procedures for collecting fees and for communicating costs to students.

The approved fees set by the IBT College:

- **Fees:** -This fee is charge to the duration of the course unit taken by the students whether Home base study, On-line learning and Full Time at the campus.
- **Miscellaneous fees**
  - Student Uniform fee
  - Student ID fee
  - Study Course Material
  - On-Job Employment
- **Others Fees:** May be required by certain programs.  
Additional fees may be charged for select services, such as graduation. However, it is the intent of the Board that such fees reflect actual costs.

### **Procedure**

- **Payment of Fees**
  - i. Fees are due on the published date for enrollment. The student must pay fees in full or partial payment as prescribed in the acceptance letter received.
  - ii. Fees are collected at the time of tuition payment, which is before enrollment. Service fees are collected at the time the student requests the service.
  - iii. Information about fees is available in the Student Handbook. Any changes to the Student Handbook will be communicated through the Student Noticeboard, Student WhatsApp group, and student emails.

**Fees are charged for the following programs or courses.**

### **Full Time Course – On campus / Home Base / On-line learning**

- **Two year Diploma Course**
  - **Diploma Course for 2 years**
    - 1st year fee : K 5, 450.00
    - 2nd year fee: K 5, 950.00
- **Six month Course**



- **Certificate for 6 months**
  - Date of enrollment fee: K 3, 450.00
- **Short Course – Three (3) months**
  - **Certificate for 3 months**
    - Date of the enrollment fee: K1, 900.00

### **Tuition Fee Payment Requirements**

- A. Students must pay at least 75% of the fees or have an approved installment plan to be admitted.
- B. To start training, students must pay an enrollment fee and 75% of the tuition, and accept an offer of a place.
- C. Students who haven't paid 100% of the tuition fee won't attend graduation or receive transcripts.
- D. Tuition fees must be paid in full before training begins. If not, special arrangements apply.
  - i. Students who pay 75% of tuition fees can attend orientation.
  - ii. By week four, students must pay 100% of tuition fees or have an approved payment plan.
  - iii. The payment plan must include an initial payment of 75% of the tuition fee.
  - iv. Students who haven't paid 100% of fees or have no approved plan by week four will be suspended.
  - v. IBTC staff will follow up on payment plans weekly.
  - vi. Student ID cards are issued after 75% of tuition is paid.
  - vii. By week nine, all payment plans are audited, and students not complying will be notified to pay by week ten.
  - viii. By week thirteen, students must pay 100% of tuition fees to attend graduation and receive their award and transcript.
  - ix. Suspended students have 10 working days to pay outstanding fees. If not paid, they must re-enroll in the following semester, paying all outstanding fees.

### **Installment (Partial Payment)**

Partial Payment system is approved by the IBT college management and must adhere to the schedule of payment as agreed by the student / sponsored.

Student who wish to withdraw and would like to claim for their monies paid in installment, the conditions are:

- 1) **No** refund to students who choose installment payment option
- 2) **No** refund to student who pays below the 60% fees
- 3) **No** refund to student who pays UNIT of competency fee

- 4) **No** refund to any sponsored students for exchange or transfer if the fees are paid on Installment basis or Full payment.

### **Course Discontinuation Protocol**

When a course cannot be delivered, the following arrangement should be made:

- 1) Notify affected students as soon as possible about the cancellation or unavailability of the course.
- 2) Provide clear reasons for why the course cannot be delivered, such as low enrollment, unforeseen circumstances, or lack of resources.
- 3) Offer alternative courses or programs that students can enroll in as a replacement.
- 4) Provide a refund of any prepaid tuition fees for the canceled course.
- 5) Offer support and guidance to students in selecting an alternative course or program that aligns with their goals.
- 6) Maintain open and transparent communication with students throughout the process to address any concerns or questions they may have.

### **Alternative Courses**

Assistance from IBT College Service Officer: The Service Officer will provide assistance and advice on alternative programs by:

- 1) Providing the Course Outline.
- 2) Explaining the Mode of learning options, especially for working professionals or busy individuals who might not have time to attend scheduled classes at the campus.
- 3) Explaining the fees paid and any remaining balance to be settled by the student.
- 4) Explaining when the student will commence the program and what are the requisite requirements (e.g., orientation for new freshmen, Student ID, student textbooks, timetable schedules, etc.).

### **Course Schedule**

- **On-Campus**

*Student will*

- 1) Timetables will be posted on the bulletin board, detailing the schedule for each unit of competency along with the Student Name List.
- 2) Full-time students are required to follow the schedule and take four (4) prescribed units under their course structure programs.

- 3) Attendance and punctuality are mandatory for all students attending on-campus classes.
- **Distance Learning (Home Study)**
  - 1) Students must notify the Admission Officer at the Reception office of their intent to study via Distance Learning.
  - 2) Students must see the Admission Officer or College Register to collect study materials and assessments.

### **Procedures**

#### *Student will*

- 1) Meeting the Home Base Study Coordinator.
- 2) Discussing the home study plan with the Home Base Coordinator.
- 3) Explanation of assessment tasks and study plan by the Home Base Coordinator.
- 4) Identification of the Responsible Trainer for the given Units.
- 5) Establishment of channels of communication through email, WhatsApp, and online.

### **Student Discontinue**

#### **Procedures**

If a student discontinues their study program, the following procedure should be followed:

- 1) The student must formally notify the College Registrar or Director Academic in writing of their decision to discontinue their study program.
- 2) The student may be required to participate in an exit interview to discuss the reasons for discontinuation and provide feedback to Director Academic.
- 3) If the student has any outstanding fees or charges owed to the College, he / she must settle the fees.
- 4) The College Registrar or Director Academic will update the student's records to reflect their discontinuation of the study program.
- 5) If applicable, the college will process any refunds owed to the student according to the fees and refund policy.
- 6) The student may be eligible to re-enroll in the future if they wish to continue their studies, subject to meeting the admission requirements and any other conditions set by the college.

## **Course Transfer Procedure for Sponsored Students**

### **Procedures**

- 1) The enrolled student must provide evidence of their offer letter, application form, and sponsored confirmation letter.
- 2) The sponsored student must inform the IBT College College Registrar or Director Academic of their decision to transfer the fee to a family member/spouse in writing.
- 3) IBT College will respond within 3 working days of receiving the transfer request.
- 4) IBT College will advise the student to obtain a confirmation letter from their sponsor regarding the transfer of the fee.
- 5) Upon verification of the sponsor confirmation letter, the college will provide an offer/acceptance to the transferred student named to formally apply for the course.

### **Sponsored Student Enrollment Conditions**

- **Student Responsibility in Terms of Fee Settlement**

- 1) Sponsored students must understand and agree that if the sponsor is paying partially or upfront enrollment fees only, the remaining balance must be settled by the student.
- 2) It is the student's responsibility to ensure timely settlement of any outstanding fees not covered by the sponsor.

- **Assistance from the College**

- 1) Students facing financial difficulties to settle the remaining balance should seek assistance from the Director Administration /College Registrar.
- 2) The college will provide support and assistance to students in need, subject to availability and approval.

### **Forfeiture of Fees Policy for Sponsored Students**

IBT College reserves the right to partially forfeit fees if a sponsored student:

- 1) Fails to notify the college of enrollment and acceptance letter issuance.
- 2) Does not attend classes.
- 3) Is scheduled for classes by the college but fails to show up at the campus.

## Refund Policy

### Procedure

- 1) The student must notify the Student Service Officer or Administration Manager in writing of their intention to withdraw from a course.
- 2) Student must attached all relevant documentation that includes;
  - a) Application Form
  - b) Offer Letter
  - c) Receipt of Payments
  - d) Letter of Refund
- 3) Refunds of applicable fees will be subject to the Enrolment Condition Policy on the Application Forms.

- **Refund Schedule**

- 1) Withdrawal before the start of the course: **82%** refund of tuition fees.
- 2) Withdrawal within the first week of classes: **72%** refund of tuition fees.
- 3) Withdrawal within the second week of classes: **62%** refund of tuition fees.
- 4) Withdrawal after the second week of classes: **No refund.**

- **Processing Timeframe**

- a) Refund Process will be processed within 10 days of receiving a written request for withdrawal.
- b) In cases of exceptional circumstances, such as medical emergencies or other unforeseen events, the college may consider a refund outside of the standard policy.
- c) Application fees, registration fees, and other administrative fees are non-**refundable**.
- d) If the student is sponsored, any refund will be processed to the sponsor
- e) Students may appeal a refund decision by submitting a written appeal to the college's Academic Committee for Appeal. The decision of the Academic Committee is final.
- f) Students must provide relevant documentation to support their request for a refund, such as medical certificates or other evidence of exceptional circumstances.

## Sponsored Student

Student under the sponsorship scheme eg; NCD TVET, Central Province TVET, Members Assistance Scheme, Corporate Sponsorship must adhere to IBT college policy in the event the sponsored student decide to withdraw. The following shall apply to the schedule:

- 1) **NO** refund to students who decide to cancel his/her course of study. The sponsored student must notify their sponsor immediately.
- 2) Fees will be withheld until such time the student is ready to commence the course.
- 3) Fees will **NOT** be transferred to another (party) unless are written consent from the sponsored organization
- 4) Sponsored students have not direct access to the fund for refund if the student has never attended any Units of the particular program.

## Non-Refundable Fees

IBT college **administration cost of K260.00** less the balance will be refunded.

## Policy Changes

The college reserves the right to change its refund policy at any time. Any changes will be communicated to students in advance.

## Course Cancellation

IBT college reserves the right to cancel a scheduled program IF minimum enrollment is not met and maintained. Student enrolled in a cancelled course may re-enroll in another scheduled course but **NO Refund** will incur.

## IBT College Rights

- 1) IBT college reserves the right to withhold documents (certificate, transcript, reference, job training letters and units results) whereby it is deem by the institution against fees.
- 2) IBT college refuse entry to applicant who wish t continue to diploma program due to outstanding debts owed by the student.

## Excess Course Fee

- 1) **Excess fee of 35%** (income tax) will apply to the student for using IBT college account
- 2) IBT college reserve the right to charge **10% (vat)** for courses. This applies to excess payment and course fee refunds.

## Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 6.2 Scholarship Policy

### Policy Statement

International Business and Technology College (IBT College) is committed to promoting excellence and fostering a strong sense of community by providing financial assistance to deserving students through scholarships. This policy outlines the framework for the administration and management of scholarships at IBT College.

### Policy Intent

The Scholarship Policy aims to support students in pursuing their goals, promote diversity and inclusivity, and enhance the reputation of IBT College by recognizing and rewarding exceptional achievement and leadership qualities.

### Policy Intended Outcomes:

- To attract and retain high-caliber students
- To provide financial assistance to deserving students
- To promote excellence and leadership
- To foster a strong sense of community among students, alumni, and faculty

### Scope of IBT College Scholarship

The scholarship covers tuition fees, school fees, and other additional fees as determined by IBT College. It does not cover living expenses, travel expenses, or any other personal expenses.

### Policy Directions

1. Scholarships will be awarded based on merit, leadership potential and financial need.
2. The selection process will be fair, transparent, and impartial.
3. Scholarships will be awarded for the duration of the program, subject to satisfactory progress.
4. Recipients of scholarships will be required to maintain a minimum GPA 3.70 and above and adhere to the code of conduct of IBT College.

### Responsibilities

1. The Scholarship Committee is responsible for reviewing scholarship applications, selecting recipients, and monitoring their progress.
2. The Finance office is responsible for disbursing scholarship funds and maintaining financial records.

3. The Registrar's Office is responsible for maintaining a register of scholarship recipients and enrollment data.

- **Right to Education**

IBT College recognizes education as a fundamental right and is committed to ensuring that financial constraints do not hinder access to quality education for deserving students.

- **Finance and Accountability**

Scholarship funds will be managed in accordance with the financial policies and procedures of IBT College. The Registrar Office will ensure transparency and accountability in the disbursement of scholarship funds.

### **Governance and Management**

The Scholarship Policy will be governed and managed by the Scholarship Committee, which will consist of the following members:

- College Registrar
- Principal
- Training Coordinator
- Finance Officer

The Committee will meet on a quarterly basis, with meetings scheduled at the end of March, the end of June, the end of September, and the first week of November on an annual basis. The meetings will focus on reviewing scholarship applications, selecting recipients, and monitoring the implementation of the policy. The Committee will also be responsible for:

- Ensuring transparency and fairness in the selection process
- Reviewing and updating the Scholarship Policy as necessary
- Providing regular reports to the management of IBT College on the effectiveness of the policy
- Collaborating with the Alumni to engage scholarship recipients in alumni activities
- Liaising with the Finance office to manage scholarship funds and ensure compliance with financial policies and procedures

The Committee will adhere to the principles of good governance, including transparency, accountability, and integrity, in the management of the Scholarship Policy.

### **Monitoring and Reporting:**

The Scholarship Committee will monitor the effectiveness of the Scholarship Policy and provide regular reports to the management of IBT College.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.



## 6.3 Equality Of Opportunities Policy

### Background for disability

This policy provides a reference to practices for quality assurance for equality of learning and teaching opportunities for students and staff at International Business & Technology College. IBT College should ensure that policies, procedures and activities, including planning and resource allocation consideration is given to equal opportunity all students participation in all aspects of the and social life of the College. IBT College is committed to provision of equality for all irrespective of disability, race, gender and religion in all aspects of the and social life of the College.

### Objectives

- a) To plan and provide resources for maintenance of equality in opportunities;
- b) To develop a culture of tolerance to embrace the value of diversity in society.

### Precepts and General Principles for disability

*IBT College should consider:*

- a) Implementing procedures which ensure that the needs of students with disabilities are addressed at all stages and levels of and resource planning;
- b) Embedding the fair and equal treatment of disabled students in all operational practices;
- c) Identifying clearly the locus of senior management responsibilities in relation to arrangements for students with disabilities;
- d) ensuring that senior managers and other key staff have an adequate understanding of the legal framework concerning disabled people;
- e) ensuring that management systems include the gathering of information to enable well-informed decisions to be made regarding participation and progression of students with disabilities.
- f) including the needs of disabled students within the remits of all resource allocation, management, estates and services committees;
- g) incorporating the views of disabled students in the development and review of the physical environment, programmes and services;
- h) identifying designed contact(s) for disabled students with specialist expertise and effective channels of communication with senior managers;
- i) providing staff development in disability awareness/equality for all staff;
- j) monitoring and reviewing the impact of all institutional policies, procedures and practices on students with disabilities with a view to continuous improvement;

- k) The implications for disabled students of collaboration provision and articulation and arrangements involving study in more than one institution and/or other partner organization

## **Roles and Responsibilities**

### **a) The Physical Environment**

- i. IBT College ensure that disabled students can have access to the physical environment in which they will study, learn, live and take part in the social life of the College.
- ii. The College should ensure that facilities and equipment are as accessible as possible to disabled students.

### **b) Information for applicants, students and staff**

- i. The College publicity, programme details and general information should be accessible to people with disabilities and describe the opportunities for disabled students to participate.

### **c) The selection and admission students**

- i. In selecting students institutions should ensure equitable consideration of all applicants.
- ii. Disabled applicant's support needs should be identified and assessed in an effective and timely way, taking into account the applicants' views.

### **d) Enrolment, registration and orientation**

- i. The arrangements of enrolment, registration and induction of new entrants should accommodate the needs of disabled students.
- ii. Learning and teaching, including provision for research and other postgraduate people.
- iii. Programme specifications should include no unnecessary barriers to access by disabled people.
- iv. support services and guidance should be accessible and appropriate to the needs of disabled students.
- v. The delivery of programmes should take into account the needs of disabled people or, where appropriate, be adapted to accommodate their individual requirements.
- vi. The College should ensure that, wherever possible, disabled students have access to and vocational placements including field trips and study abroad.

- vii. Disabled research students should receive the support and guidance necessary to secure equal access to research programmes.

**e) Examination, assessment and progression**

- i. Assessment and examination policies, practices and procedures should provide disabled students with the same opportunity as their peers to demonstrate the achievement of learning outcomes.
- ii. Where studying is interrupted as a direct result of a disability-related cause, this should not unjustifiably impede a student's subsequent progress.

**f) Staff development**

- i. Orientation and other relevant training programmes for all staff should include disability awareness/equality and training in specific services and support.

**g) Access to general facilities and support**

- i. Students with disabilities should have access to the full range of support services that are available to their non-disabled peers.

**h) Additional specialist support**

- i. IBT College should ensure that there are sufficient designated members of staff with appropriate skills and experience to provide specialist advice and support to disabled applicants and students and to the staff who work with them.
- ii. The College should identify and seek to meet the particular needs of individual disabled students.
- iii. Internal communications systems should ensure that appropriate staff receive information about the particular needs of disabled students in a clear and timely way.
- iv. The College should have a clearly defined policy on the confidentiality and disclosure of information relating to a person's disabilities that is communicated to applicants, students and staff.

**i) Complaints**

- i. The College should ensure that information about all complaints and appeals policies and procedures is available in accessible formats and communicated to students.
- ii. The College should have in place policies and procedures to deal with complaints arising directly or indirectly from a student's disability.

**j) Monitoring and evaluation and improvement**

- i. IBT College information systems for example ARIS should monitor the applications, admissions, progress and nature of impairment of disabled students.
- ii. The College should operate systems to monitor the effectiveness of provision for students with disabilities, evaluate progress and identify opportunities for enhancement.

### **Strategies and Actions**

- 1) IBT College shall develop and implement procedures which ensure that the needs of students with disabilities are addressed at all stages and levels of and resource planning;
- 2) IBT College shall ensure that a fair and equal treatment of disabled students is incorporated in all operational practices;
- 3) IBT College shall identify clearly the locus of senior management responsibilities in relation to arrangements for students with disabilities;
- 4) IBT College shall ensure that management systems include the gathering of information to enable well-informed decisions to be made regarding participation and progression of students and staff with disabilities;
- 5) IBT College shall designate contact(s) for disabled staff /students with specialist expertise and effective channels of communication with senior managers;
- 6) IBT College through relevant Departments shall provide staff development in disability awareness/equality for all staff;
- 7) The Quality Assurance officer shall monitor and review the impact of all institutional policies, procedures and practices on students/staff with disabilities with a view to continuous improvement;

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 6.4. Business, Financial Management Policy

### AUDIT AND INVENTORY CONTROL

The Board of Trustees shall select an independent auditor(s) to audit all fiscal affairs of the college annually. The Board of Trustees shall make provisions in the annual operating budget to meet the audit expenses incurred for such audit(s). The auditor(s) shall submit the audit report(s) to the Board of Trustees in a timely manner for consideration, acceptance, and follow-up action, if needed. At the direction of the Trustees, the Principle of the college shall develop procedures and internal control for maintaining the college's assets and inventory. The Principle of the college may appoint an officer of the administration to monitor and keep records of such inventories and assets.

### INTERNAL AUDIT

The Board of Trustee will appoint an accounting individual to conduct day to day financial audit.

### AUTHORIZATION TO PURCHASE (BIDDING POLICY)

Expenditures of more than twenty thousand Kina (K20,000.00) for construction and repairs, or for the purchase of and contracts for supplies, materials, equipment, and contractual services must be approved by the Board of Trustees. The Principle is authorized to approve the expenditure of twenty thousand Kina (K20,000.00) or less for construction and repairs, or for the purchase of and contracts for supplies, materials, equipment, and contractual services on behalf of the Board of Trustees, and to execute contracts for same. The Board of Trustees shall receive reports on any purchases and contracts at the next regular meeting of the Board of Trustees. Reasonable administrative purchasing guidelines which involve comparison of product and service costs, availability, and administrative verification of the most responsible purchasing decisions applicable to each situation shall be followed. Bids may be requested for expenditures under twenty thousand Kina (K20,000.00) when such bids might be to the economic benefit of the college.

- A. Any expenditure involving an amount of more than twenty thousand Kina (K20,000.00) for construction and repairs, or for the purchase of and contracts for supplies, materials, equipment, and contractual services shall require sealed proposals. All contracts for construction and repairs, and all purchases of and contracts for supplies, materials, equipment, and contractual services shall be awarded to the lowest cost supplier on the basis of competitive price quotations, except in any of the following circumstances:
  - 1) True "sole source" procurements of unique goods or services available only from a single supplier with no competition. An RFP must be used when two or more dissimilar but potentially acceptable alternatives are available and the total cost for the contracted goods or services will exceed the sum of K20,000.
  - 2) Annual renewals of contracts for services or leases of property of equipment

covering a period exceeding one year, provided that such contracts for services (but not leases of property of equipment) shall not exceed a term of five years.

- 3) Payments for services supplied by regulated public utilities and transportation companies.
  - 4) Payments of wages, salaries, and fringe benefits to college personnel and reimbursements for travel and other work-related expenses.
  - 5) Payment for services rendered by licensed or certified professionals. However, the Board of Trustees and the administration will annually evaluate the performance of at least the following professional services, and the administration will periodically issue request for proposals as directed by the Board of Trustees:
    - a. Attorney and legal services
    - b. Certified Public Accountant and Auditor
    - c. Architectural Services
    - d. College Property and Liability Insurance Agent/Broker
  - 6) Payments of financial aid grants and loans awarded to registered students of the college.
  - 7) Purchases of real property, provided, however, that any purchase of real property must first be approved by the Board of Trustees.
  - 8) Purchase/Reimbursement of goods for resale by the college bookstore or other departments of the college.
  - 9) Purchases of goods and services by separate student, alumni, and other organizations through accounts maintained for them by the college as fiscal agent.
  - 10) Purchases of goods at a commercial auction provided the total purchase price for all items does not exceed K10,000.
  - 11) Purchases of educational materials directly tied to curriculum and secured by copyright.
- B. Excepting procurements excluded under Section 1 above, all contracts for construction and repairs, or for the purchase of and contracts for supplies, materials, equipment, and contractual services shall be awarded to the lowest cost supplier on the basis of competitive price quotations or proposals determined by the following procedures:
- 1) If it is estimated that the procurement will exceed K20,000, competitive bids will be solicited for not less than 10 (ten) business days prior to the date stated for the opening of the bid.
    - a. Competitive bids will be solicited by notice published in the following areas:
      - i. Public Record for IBT College Website
      - ii. Public bulletin at the college's administrative offices

- iii. Bids will be solicited by invitation to prospective vendors
  - 1. The administration will make every reasonable effort to locate and send invitations to bid to qualified vendors located in PNG, to qualified vendors who have provided similar goods or services to the college in the past, to vendors that have expressed interest in receiving such invitation to bid, and to any other qualified vendor who may be capable of providing a superior product at a competitive price.
  - b. All bids will be sealed when received (emails bids are accepted on an as requested and approved basis) and will be opened in public at the time and place stated in the bid notice.
  - c. Bids will be evaluated for conformity and follow-up/clarifying questions may need to occur.
  - d. The administration will report to the Board of Trustees the results of the bid and provide all supporting documentation and vendor communication.
  - e. It will be the policy of the Board of Trustees to award contracts for procurement on the basis of sealed bids to the lowest bid which fully complies with all bid specifications.
  - f. The college administration is authorized to utilize the services of licensed professional architects or engineers for the administration of the sealed bid process for the procurement of goods and services for constructions, reconstruction, or remodeling on real property improvements.
- 2) If it is estimated that the procurement will exceed K10,000, but be less than K20,000, the process under the preceding section (A) may be modified by any or all of the following exceptions at the discretion of the administration:
  - a. No publication is required.
  - b. The bid notice may be posted on a public bulletin board at the college's administrative office for only three business days preceding the bid deadline.
  - c. Invitations to bid may be sent to qualified vendors.
  - d. Unsealed bids may be accepted.
  - e. The President or his/her designee may authorize the award or purchase contract.
- 3) If the amount of purchase is estimated to be less than K20,000, the Priciple or his/her designee may authorize the award of purchase contract. Such authorizations shall only be granted if accompanied by three or more competitive quotes.
- 4) The college may participate in cooperative procurement efforts with other

education institutions, pricing consortiums, or public agencies to combine purchasing power and obtain more favorable pricing. Procurements of individual items through such programs are exempted from the provisions of Sections B.1, B.2, and B.3 above, provided that the collective procurements follow a competitive bid process similar to the provisions of sections B.1.

- 5) In cases where two or more goods or services are available from different vendors which are substantially different or unique in character, but may each be potentially capable of meeting the needs of the college, the administrations may utilize a Request for Proposal (RFP) procurement process rather than a sealed competitive bid process, regardless of the expected total price of the procurement.
  - a. The administration shall provide bid specifications which defines the quality of the goods or services to be provided.
  - b. A time will be scheduled as soon as feasible after the response deadline for the top 3 vendors to present their proposal and demonstrate their product to an evaluation committee appointed by the administration.
  - c. The recommended proposal choice must be submitted in writing to the Board of Trustees by the evaluation committee and must be justified through an evaluation of all relevant factors in comparison to all other proposals received.

- C. All contracts for the purchase of goods and services will be awarded on the basis of conformity to specifications developed by the administration. Such specifications will constitute an adequate basis for defining and evaluating the goods or services in the specified time frame and in the specified quality and quantity. No such specifications will be fixed in a manner which effectively reasonably competitive bids on alternative products or services which adequately meets the needs of the college. It will be the policy of the administration of the college to develop and implement standardized specifications for procurements whenever feasible.
- D. Whenever the Board of Trustees of the college solicits bids for construction and repairs, or for the purchase of and contracts for supplies, materials, equipment, and contractual services submitted by bidders and the low bid is submitted by a bidder domiciled outside PNG, the PNG domiciliary which submitted the lowest bid may be deemed the preferred bidder and awarded the bid if all of the following are met:
  - A. The quality, suitability, and usability of the construction, reconstruction, remodeling, materials, goods or wares are equal; and
  - B. The amount of the bid of the PNG domiciliary is not more than three percent (3%) greater than the amount of the low bid; and
  - C. The PNG domiciliary agrees to meet the low bid by filing a written agreement to that effect within 72 hours after receiving notification of being deemed the preferred bidder.



For the purpose of this Authorization to Purchase policy, “PNG domiciliary” is defined

as:

- A. A bidder whose principal place of business is located in PNG, or
- B. A bidder who does business in PNG and who has a sales representative whose residence is in PNG.
- E. In cases where normal service agreements have been established and the board determines it is in the best interest of the college for the service agreement to be continued or renewed, agreements may be regularly extended or renewed, unless investigation provides evidence that agreements with alternate or new vendors would be more efficient or cost effective for the college.

The Board reserves the right to reject any or all bids, to accept that bid which appears to be in the best interest of the college, to waive any informalities in any part of any bid, and to reject any or all bids received after the date and time specified. The Board also reserves the right to disqualify any vendors who may be found to be delinquent in their payment of property taxes within the college’s taxing district. Any bid may be withdrawn prior to the scheduled time for the opening of bids. The bidder to whom the award is made may be required to enter into a written contract with the college and provide a performance or public works bond as required by law or the Board of Trustees.

Information on bids awarded shall be maintained in the college business office and shall be available for review upon request.

The final responsibility for all procurement rests with the Principle or his/her designee. The Board of Trustees reserves the right to suspend the formal bid procedure in the event of a disaster, emergency, or if the board otherwise determines it is in the best interest of the college

#### **AUTHORIZATION TO SIGN CONTRACTS AND AGREEMENTS**

Except for the expenditure of twenty thousand Kina (K20,000) or less for construction, reconstruction or remodeling, or for the purchase of materials, goods, or wares, the Board of Trustees shall approve any and all contracts at a regular meeting or at a special meeting called for such purpose. Once approved by the Board of Trustees, the Principle is authorized to sign any and all contracts for and on behalf of the Board of Trustees except as otherwise required by law or as otherwise specified by the Board of Trustees.

The Principle may sign renewals of agreements and memorandums of understanding provided that (1) the documents have not fundamentally changed since prior approval by Board of Trustees, and (2) all documents are subsequently shared with the Board of Trustees at the regularly scheduled monthly meetings. All new agreements and memorandums of understanding will have the consent of the Board of Trustees prior to any formal approval on behalf of the college.

## **AUTHORIZED SIGNERS**

IBT College has the following individuals as designated signers for the institution: the President, the Principle.

The Board of Trustees has authorized the President to execute contracts, financial documents, and other official documents necessary for the conduct of the College's business in accordance with the defined perimeters stipulated in the "Business, Management, and Financial" section of the IBT College Policy Manual. The Board gives the President the authority to sign any and all documents approved by the board including but not limited to contracts, leases, and any other documents to follow through on board action.

## **BILLING AND PAYMENT**

All students will either have their tuition paid in full or be on an established payment plan by the first due date of each session. The due date is set for the 20<sup>th</sup> of the month.

For the purposes of this policy, if a student does not have financial aid and all accompanying documents in place by the end of the session they are attending, they are considered non-financial aid eligible.

Students will not be allowed to enroll in the proceeding semester without prior arrangements made through the IBT College Finance Committee\*. These circumstances are very limited and not commonly granted.

### **Non-Financial Aid Eligible Students**

If a student is not financial aid eligible, the student needs to have all balances paid in full at the beginning of each session (the first day of classes for the session enrolled in) or be enrolled in an established payment plan that may span a maximum of five months in the 16-week session only. All subsequent sessions will have a different maximum of scheduled payments based on the length of that session.

(Please see catalog for session dates).

### **Financial Aid Eligible Students**

If a student is financial aid eligible and is not receiving sufficient funds to cover the remainder of his/her balance, the student needs to have all balances paid in full at the beginning of each session. This is defined as the first day of classes for the session enrolled in or he/she needs to be enrolled in an established payment plan that may span a maximum of five months in the 16-week session only. All subsequent sessions will have a different maximum of scheduled payments based on the length of that session. (Please see catalog for session dates). The student must have all balances paid in full at the beginning of the semester (first day of school) or be on an established payment that may span a maximum of five months in the fall and spring, and three in the summer.

If students do not have balances paid in full or enrolled in an established payment by the 20<sup>th</sup> of the month for which the session starts, the institution will automatically enroll them in a payment plan. Any late payments may be subjected to a K50 late payment fee.

If a student does not complete a full payment plan cycle and is pre-enrolled for the proceeding semester, he/she will be dropped from his/her pre-enrolled courses. When the previous balance is paid in full, students will be allowed to enroll at that time. Students who are re-enrolling are not guaranteed their original pre-enrollment schedule, as enrollment is based on class availability.

### **Payment Plan Dates and Options**

Students who wish to take install payment option, he/she need to have the payment plan designed by the students and IBT College registrar in advance.

### **Acceptable Forms of Payment: Card, Back Transfer, Direct Debit, or check**

Checks should be made payable to IT Job Training Center Limited (until such time the bank account name is changed to IBT College).

All major bank cards are accepted.

For direct bank credit, students/sponsor need to provide the bank receipt to be sent to [itjtcmail@itjtc.com](mailto:itjtcmail@itjtc.com) or present in the reception.

IBT College implement a non-cash payment operation unless arrangements are made in advance.

All Payments must be made in PGK. If payments are received in currency outside the PNG, the international fee and conversion rate will apply and be charged to the student's account.

### **BONDS**

IBT College will require a vendor to obtain a bond on any project that/which exceeds K100,000. This requirement will apply any time the College utilizes public funds or meets any of the conditions detailed below. If a project solely utilizes private funds, the Board reserves the right to still require a bond for the project, regardless of this application of the provision being more restrictive or prescriptive than the aforementioned statutes.

A bond is required if any of the following conditions are met:

- The project is for public improvements.
- Construction of any public building or repairs made to an existing facility.

The bond shall cover or be compliant with the following:

- The total cost of the contract, including indebtedness incurred for labor furnished, materials, equipment or supplies, used or consumed in connection with, or in or about the construction of such public building or in making such public improvements.
- The bond will be filed with the clerk of the district court of the county in which such public improvement is made (i.e. Thomas County).
- No lien shall be attached to the bond.

## BUDGET

The college budget shall be prepared by the President in cooperation with College Finance Committee and shall reflect the college's educational goals.

The President shall follow the adopted budget.

The college shall fund the operating budget according to approved fiscal and budgetary procedures required by the DHERST.

**Budget Forms.** Budget forms used shall be those prepared and recommended by the IBT College Governing Council. Budget summary documents shall be prepared on forms provided by the Financial Committee

**Priorities.** The board will establish priorities for the college on a short-term, intermediate and long-range basis.

**Deadlines and Schedules.** Deadlines and time schedules shall be established by the board.

**Encumbrances.** An encumbrance shall be made when a purchase is made or when an approved purchase order is processed. All encumbrances shall be charged to a specific fund. All necessary encumbrances shall be made by the President.

**Recommendations.** Recommendations of the President and professional staff concerning the college's educational program and related budget figures will be presented to the board prior to submission of the tentative draft budget. All President and staff recommendations will be presented to the board no later than the regular board meeting in July.

**Preliminary Adoption Procedures.** A preliminary draft of the college's budget will be submitted by the President to the board on or before August of each year.

**Hearings and Reviews.** The board shall conduct budget hearings according to state law.

**Management of College Assets/Accounts.** The President shall establish and maintain accurate, efficient financial management systems to meet the college's fiscal obligations, produce useful information for financial reports, and safeguard college resources. The President shall ensure the college's accounting system provides ongoing internal controls. The President shall review the accounting system with the board.

**Fraud Prevention and Investigation.** All employees, board members, consultants, vendors, contractors and other parties maintaining a business relationship with the college shall act with integrity and due diligence in duties involving the college's fiscal resources. The President shall develop internal controls that aid in the prevention and detection of fraud, financial impropriety or irregularity. Each member of the management team shall be alert for any indication of fraud, financial impropriety or irregularity within

his/her area of responsibility.

**Reporting Fraud.** An employee who suspects fraud, impropriety or irregularity shall promptly report those suspicions to the immediate supervisor and/or the President. The President shall have primary responsibility for any investigations, in coordination with legal counsel and other internal or external departments and agencies as appropriate.

## CASH MANAGEMENT

IBT College has implemented a non-cash payment system. However, recognizing the challenges posed by our location, we may, in special cases, accommodate students or clients who arrive with cash in hand for their convenience.

To ensure the security of our business and prevent potential improper activities, this procedure outlines the steps for handling cash payments.

### Cash Payment In:

1. When there is an intention to make a cash payment by students or clients, the individual receiving this intention will either make a phone call or direct the payee to Grace.
2. Grace will be responsible for receiving and counting the amount in the presence of both the staff member and the payee.
3. Once the cash is received, Grace will issue a receipt to the payee, documenting the amount, date, and purpose of the payment.
4. The received, Grace will immediately store cash in the locked cash safe in GM's office, with present of at least 1 other staff to prevent unauthorized access.
5. The amount will be recorded on the cash flow book on the table and sign by the 2 staff.
6. Any discrepancies or issues with the cash handling process should be reported immediately to the designated supervisor or management.
7. Periodic audits may be conducted to review cash handling procedures and ensure compliance with established guidelines.
8. In the event of Grace's absence, the sequential individuals responsible will be: First Position: **Ms. Vagahu**, Second position **Ms. Pasen**, Third Position **Mr. James**.
9. In the case of a high-volume cash transaction, additional security measures, such as the presence of a witness or the use of surveillance cameras, may be employed.
10. This procedure will be periodically reviewed and updated as needed to align with industry best practices and regulatory requirements.

By following these cash handling procedures, we aim to maintain the integrity of our financial transactions and uphold the highest standards of accountability and transparency.

## **Cash Expenses:**

IBT College is required to minimize the amount of time to use cash to pay for expenses. Cash must be used only to meet the college's immediate cash needs for each individual grant. Written supporting documentation is mandatory to identify the disbursement of funds usage. 2 people must handle and sign on the receipts, advanced approval must be gained from the Principle. The amount limitation is K1000.00 below.

## **Payments**

Advance Payment (preferred):

- Limited to the minimum amounts needed to meet immediate cash needs.
- Timing and amount of payment must be as close feasible to the actual disbursements.
- Advances must be maintained in an insured account.
- The College must use existing resources before requesting an advance; this can be derived from net income generated by the program, any refunds, rebates, or interest earned.

## **Reimbursement**

Pass through must make payment within 30 calendar days after receipt of the billing.

## **Working Capital Advance**

- The pass through determines that the nonfederal entity lacks sufficient working capital. It allows the advance payment to cover the estimated disbursement needs for an initial period.
- The College must use existing resources before requesting an advance; this can be derived from net income generated by the program, any refunds, rebates, or interest earned.

## **COLLEGE OWNERSHIP AND USE**

Any equipment, material and personal property purchased with college funds are the sole property of the college. Any such item is to be used only by college employees in carrying out their duties and responsibilities at the college. Items may not be used by any college employee for personal profit or benefit or loaned to or used by a non-employee of the college without the specific consent of the supervising vice president or the college president.

## **COLLEGE SEAL**

Institutional documents that require the college seal may be presented at the Registrar's Office. The seal will be affixed at no charge.

## **BANK CARD USAGE**

The Business Procurement Cards (BSP Card) can be used for in-store purchases as well as mail, internet, phone, or fax orders. The program is designed to ease the

ordering & payment process by reducing purchase orders, payment vouchers, and the use of personal funds reimbursed by payment vouchers.

This manual provides the guidelines under which you may use your procurement card. Please read it carefully. Your signature on the Business Procurement Card Cardholder Agreement indicates that you understand the intent of the program and agree to adhere to the established guidelines. You will be issued your procurement card after the Business Affairs Office receives an approved VISA account action request form, required training is completed, and the cardholder has signed the VISA Card cardholder agreement form.

### **General Guidelines**

The Business Procurement Card is an additional tool to be used by College employees for the purchasing of commodities, services and travel related expenses, similar to an agency purchase order.

The card should be stored at administration department and only give to certain employee in the event need to be used.

**You are responsible for the security of this card and the transactions made against it.**

Remember that you are committing College funds each time you use the procurement card. This is a responsibility that cannot be taken lightly.

### **Card Use Procedures for addition Card to an Individual Employee**

#### **General Guide**

A Standard VISA Card may assign to employee to use for business purpose.

#### **How to Obtain a Card**

After you have read and understand the procedures in this manual, your department may request a new card be issued to you by forwarding the Credit Card Request Form to the finance committee. The VISA Card Coordinator will assist with gaining access to the applicable training for the VISA requested. Once the VISA Credit Card request form has been received and training has been completed, the appropriate VISA Card will be requested on your behalf.

The VISA Coordinator will notify you, via email, when your new card is ready to be picked up in Thomas Hall. At that time, you will be asked to read and acknowledge your understanding of your role and responsibility.

When you receive your card, always keep it in a secure place. Although the card is issued in your name it is the property of the IBT College and is only to be used for College purchases as defined in this manual.

#### **How to Cancel a Card**

VISA cards are to be canceled immediately if a card-holder, issued in a card-holder's name, terminates employment. The cardholder's final paycheck may be withheld until the card is returned.

## **Card Renewal**

A renewal card will automatically be mailed to the VISA Card Coordinator. The cards are typically mailed out from the Bank around the middle of the month that the card expires in. You will be notified when the card has arrived from the bank and is available for pick-up.

## **Failure to Use Card**

An unused card is considered a security risk. If the VISA is not used on a regular basis a report is generated by the Bank notifying the VISA Card Coordinator of the inactive card. After six months of inactivity the card will automatically be cancelled by the bank. Please see the cardholder agreement that was included with your card.

## **How to Report a Lost or Stolen Card**

If a procurement card is lost or stolen, immediately contact the VISA Card Coordinator to have your card closed and re-issued.

## **Procurement Card Security**

Only the authorized cardholder department may use the card. Cards and card numbers must be safeguarded against use by unauthorized individuals in the same manner you would secure your personal credit card.

## **Internet Security**

Card will not allowed for Internet purchase unless approval was giving by the Principle when the purchase below K500.00. Amount over K500.00, approval by the Chairman is required.

## **Business Procurement Card Holder Responsibilities**

### **Receipt of Goods and Materials**

The cardholder is responsible for ensuring receipt of goods and materials and will follow-up with the vendor to resolve any delivery problems, discrepancies and damaged goods. For telephone or catalog orders, make sure complete shipping address and instructions are given along with your name, department name, complete street address, room number, city, state, and zip. If goods or materials are ordered by phone, explain we are a tax-exempt organization and ask the vendor to include a detailed sales receipt in the package. Save the credit card receipt and shipping documentation.

### **Record Keeping and Documentation**

Record keeping will be essential to ensure the success of the program. Standard payment policies require retention of receipts and other documentation. As with any credit/charge card, you must retain sales slips, cash register receipts, invoices, order forms and receiving documents. All of these documents should be submitted to the card administrator with your monthly statement.



### **Approval Process**

Itemized receipts must be forwarded to the card administrator for review and approval. Please note: Departmental approval and document routing processes may vary between departments.

### **Resolving Errors, Disputes, Returns and Credits**

The cardholder is responsible for contacting and following up with the vendor on any erroneous charges, disputed items or returns as soon as possible. Cardholders are strongly encouraged to communicate in writing in order to establish a written trail of communication (i.e. email, letter, etc.). If the cardholder is unable to reach agreement with the vendor, the next step is to contact the VISA Card Coordinator.

The VISA Card Coordinator may request the cardholder to provide all supporting correspondence, sending information to Thomas Hall. The associated backup will be forwarded to Adams Bank for resolution with the vendor. The bank must be notified of any disputed items within immediately.

Disputed billing can result from failure to receive goods or materials, fraud or misuse, altered charges, defective merchandise, incorrect amounts, duplicate charges, credits not processed, etc.

In the event of fraud notify the VISA Card Coordinator immediately. Documentation regarding any resulting credits should be kept to explain each item to be returned or exchanged.

### **Penalties**

Obtaining a VISA Card is a privilege and must be used appropriately. Failure to follow the policies and procedures of the College and VISA Card program could result in written warnings, cancellation of the card, and even loss of position. Buying from established contracts, providing supporting paperwork, processing payment in a timely manner, etc., are critical elements to a successful College wide card program.

### **Business Procurement Card Department Responsibilities**

#### **General Guidelines**

The business office determines who is eligible for a card, authorizes the VISA card, audits and signs transaction logs, controls spending through the bank summary review and maintains records.

The VISA Card Coordinator will coordinate with the VISA Administrator to get the cardholder training. Once the appropriate training has been completed, the VISA Coordinator will request the card from Adams Bank and the VISA Administrator will activate your card and contact you via email when the card is available for pick-up.

If an employee leaves the department or assumes different duties that do not require the use of the procurement card, the department's business office is responsible for retrieving and cutting up the card and communicating this information to Business Affairs Office.

## **Record Keeping and Documentation**

Individuals should receive all supporting documents for each purchase made on a procurement card. They should then have all necessary documentation to prepare a purchase order (PO) to pay the monthly statement. These supporting records must be maintained with each month's statements and POs in accordance with College retention policies.

## **Reconciliation and Approval Process**

The department/unit business office is responsible for editing and approving final transactions including funding, object code, and descriptions.

## **BILLING, PAYMENT AND ACCOUNT DISTRIBUTION PROCESS**

### **General Guidelines**

Each cardholder will receive a statement of activity for the month with access to their account online. This is to be used to reconcile invoices. Concurrently, a control account statement is emailed to Thomas Hall from which the Business Affairs Office will process Adams Bank's monthly payment.

### **Paying the statement**

When the cardholder receives the monthly bank statement it should be immediately reconciled along with all supporting documentation. Charge slips and receipt tapes should be matched to the statement. If a receipt is missing, the vendor must be called and asked to provide a detailed invoice, credit memo, or an adequate substitute. Verify purchases again for sales tax on each item and request a credit, if needed. Check state contract items and verify that shipping charges were handled according to the contract.

As long as the attached invoice, or other payment document is itemized, the items purchased may be described in general terms. Each individual is responsible for allocating purchases to the appropriate funding and object code.

If inappropriate purchases appear, the employee should supply a justification. If the justification is insufficient, appropriate measures should be taken to receive a credit from the vendor for the purchase. To obtain a credit a cardholder can return the goods.

Once the statement has supporting documentation for each entry on the statement and the receipts all match the statement, a POR must be prepared. As long as the attached invoice, packing slip or other payment document is itemized, the items purchased may be described in general terms. Each department is responsible for allocating purchases to the appropriate funding and object code.

If inappropriate purchases appear, the employee should supply a justification. If the justification is insufficient, appropriate measures should be taken to receive a credit from the vendor for the purchase. To obtain a credit a cardholder can return the goods.

The attestation must be signed by the cardholder and someone with signature authorization.

The supporting hard copy documentation should be sent to the VISA Coordinator within 10 days of the credit card statement.

### **Auditing of Business Procurement Card Program**

The Business Affairs Office will review all transactions and supporting documentation when the POR arrives in Thomas Hall to ensure that the IBT College policies and procedures are followed.

The IBT College Office of Internal Audit may conduct periodic audits to determine compliance with Business Procurement Card policies and procedures.

The CCC Purchasing Office reserves the right to conduct random audits of departments throughout the program to ensure compliance with purchasing rules and regulations. If abuse is found during these audits your card may be revoked. Any minor offenses will be documented and the documentation will be signed by the VISA Coordinator.

### **Violation Notices**

The Business Affairs Office may issue a violation notice for misuse of the VISA Card, i.e. charging something to the card that is not allowed.

Cardholders receiving 3 violation notices within a one-year period may be reviewed for permanent revocation of their VISA Card.

### **PROCEDURE TO USE COLLEGE ONLINE BANKING**

**Objective:** This procedure outlines the steps for college officers to securely and efficiently process online bill payments using the college's online banking platform.

#### **1. Login to Online Banking Platform**

1.1. Access the college's secure online banking portal using the designated URL provided by the IT department.

1.2. Enter the unique username and password assigned to your officer account and complete the multi-factor authentication (MFA) process if prompted.

#### **2. Navigate to Bill Payment Section**

2.1. Once logged in, navigate to the "Bill Payment" or "Payments" section within the online banking platform's menu.

2.2. Select the option to initiate a new bill payment or view existing payment templates.

#### **3. Enter Payment Details**

3.1. Provide the required payment details, including:

- Payee Name: Enter the name of the payee or recipient (e.g., utility company, service provider, vendor).

- Account Number: Input the account number associated with the payee's billing account.
- Payment Amount: Specify the amount to be paid, ensuring accuracy and compliance with budgetary guidelines.

3.2. Optionally, select the payment date and scheduling options (e.g., immediate payment, future-dated payment) based on the bill's due date and payment schedule.

#### **4. Review and Confirm Payment**

4.1. Review the payment details entered to ensure accuracy and completeness.

4.2. Verify that the payment amount, payee information, and payment date are correct before proceeding.

4.3. Confirm the payment by clicking on the "Submit" or "Confirm" button within the online banking platform.

#### **5. Authentication and Authorization**

5.1. Depending on the college's internal policies and security measures, additional authentication or authorization steps may be required:

- Dual Authorization: In cases where dual authorization is required, another authorized officer may need to approve the payment before it is processed.
- OTP or Token Authentication: Enter the one-time password (OTP) or token code generated by the MFA device to authenticate the payment.

#### **6. Payment Processing**

6.1. Upon successful authentication and authorization, the online banking platform will process the payment transaction.

6.2. The payment status (e.g., pending, processed) and confirmation details (transaction ID, payment reference number) will be displayed for reference.

#### **7. Recordkeeping and Documentation**

7.1. Maintain accurate records of all bill payments initiated through the online banking platform, including:

- Payment Confirmation: Save or print the payment confirmation screen or transaction receipt as proof of payment.
- Payment Records: Record the payment details in the college's financial records, accounting software, or payment tracking system.

#### **8. Security Best Practices**

8.1. Always log out of the online banking platform after completing bill payment transactions to prevent unauthorized access.

8.2. Keep login credentials, passwords, and MFA devices secure and confidential, and avoid sharing them with unauthorized individuals.

8.3. Regularly update passwords and review account activity for any suspicious or unauthorized transactions.

### **9. Reporting and Reconciliation**

9.1. Periodically reconcile online bill payments with bank statements, financial reports, or accounting records to ensure accuracy and consistency.

9.2. Generate and review reports on bill payments, transaction history, and payment status within the online banking platform for monitoring and audit purposes.

### **10. Compliance and Documentation**

10.1. Adhere to college policies, financial regulations, and compliance requirements governing online bill payments, data privacy, and financial controls.

10.2. Maintain documentation of payment approvals, authorizations, and supporting evidence for audit trails and compliance reviews

### **DISPOSITION OF SURPLUS PROPERTY**

The Board of Trustees may, by motion or resolution adopted from time to time, identify the surplus property and authorize the sale or disposition of the property on those terms that the Board of Trustees considers to be in the best interest of THE College.

The President at The College has the authority to dispose of any item that has no monetary value to the College. This includes all items that are broken beyond repair, too old for utilization, and ultimately.

### **DEBT MANAGEMENT**

Adherence to its debt management policy signals to rating agencies and the capital markets that the College and its Board of Trustees is well-managed and should meet its obligations in a timely manner. Debt levels and their related annual costs are important financial considerations that impact the use of current resources. An effective debt management policy provides guidelines for the College to manage its debt programs in line with those resources.

#### **I. Introduction**

- A. The Board of Trustees (“BOT”) adopts the following policies concerning debt management.
- B. Whenever the College takes action to borrow money for any purpose, the College must first seek the approval of the Board of Trustees (BOT). The BOT is instrumental to College Community College whose purpose is to finance revenue generating capital projects for the College located in Thomas County, Kansas by issuing its bonds and notes.
- C. The College reserves the right to utilize other borrowing methods should special

circumstances arise, pending BOT approval.

- D. The BOT has financed a variety revenue generating of higher education projects including, but not limited to, residential housing and the Honeywell Energy Conservation project. These projects stand in contrast to non-revenue generating capital projects for basic academic needs such as classrooms and libraries that are funded from the proceeds of the tuition and fees issued for which the College is not obligated to pay the debt service.

## II. **Goals and Objective**

- A. The College is establishing this debt policy as a tool to ensure that financial resources are adequate to meet the College's long-term debt program and financial planning.
- B. In addition, this Debt Management Policy (the "Policy") helps to ensure that financing undertaken by the College satisfy certain clear objective standards designed to protect the College's financial resources and to meet its long-term capital needs.
- C. This Policy coordinates with other policies and guidelines of the College.
  - 1. The goals of this Policy are:
    - a. To document responsibility for the oversight and management of debt related transactions;
    - b. To define the criteria for the issuance of debt;
    - c. To define the appropriate uses of debt; and
    - d. To minimize the cost of issuing and servicing debt.
  - 2. The objectives of this Policy are:
    - a. To establish clear criteria and promote prudent financial management for the issuance of all debt obligations;
    - b. To identify legal and administrative limitations on the issuance of debt;
    - c. To ensure the legal use of the College's direct debt issuance authority;
    - d. To maintain appropriate resources and funding capacity for present and future capital needs;
    - e. To evaluate debt issuance options;
    - f. To promote cooperation and coordination with other stakeholders in the financing and delivery of services;
    - g. To manage interest rate exposure and other risks.

## III. **Debt Management**

### A. **Purpose and Use of Debt Issuance**

1. Debt may be used to finance projects identified by College. Ordinarily, projects are identified and included within the College's approved capital plan that is submitted annually to the BOT. After consideration by the BOT, these projects are incorporated into the College's annual budget (as "disclosed projects"). From time to time, mission critical projects not considered as part of the annual process will be brought to the BOT for intra-year financing.
2. Debt may be used to finance project costs which include all direct capital costs and indirect capital costs of projects, including but not limited to costs of construction and acquisition, costs of issuance of debt, funded interest on debt, and amounts to fund or replenish reserves, if and to the extent approved by the Authority. Furthermore, no budgeted operational expenditures (including internal employee labor) shall be reimbursed with debt proceeds unless such debt is retired/repaid within the fiscal year of issuance.
3. Prior to the issuance of bonds, bond anticipation notes may be issued for the payment of costs as authorized by the BOT.
4. Bonds may be issued to refinance outstanding debt.

**B. Debt Capacity Assessment**

The debt capacity of the College is partially reliant on the assessment of the debt capacity on a project by project basis as each project is considered. Debt capacity of each project is based on debt service coverage, which measures the actual margin of protection for annual debt service payments from the annual pledged revenue. The pledged revenue plus the pledge of legislative appropriations must meet a two times coverage test for a project to be approved for debt funding.

Taxable Debt - The College will agree to financing of projects with taxable debt when projects are not eligible to be financed with tax-exempt debt or when the administrative costs, restrictions on use of financed projects, and investment constraints outweigh the benefit of tax- exempt rates.

**C. Legal Limitations on the Use of Debt**

1. Limitations on the purpose to which the proceeds of sale of bonds or notes may be applied are contained in the resolution or resolutions authorizing the bonds or notes.
2. No debt may be issued for a period longer than the useful life of the capital project it is funding.

**IV. Types of Debt**

- A. The BOT is authorized from time to time to issue its negotiable bonds and notes. These include:

**1. Bonds**

The BOT may issue bonds, where repayment of the debt service obligations of the bonds will be made through revenues generated from specifically designated sources. The bonds will be special obligations of the College. These bonds may include, but not limited to:

- a. Fixed Interest Rate Bonds - Bonds that have an interest rate that remains constant throughout the life of the bond.
    - 1) Serial Bonds
    - 2) Term Bonds
  - b. Variable Interest Rate Bonds - Bonds which bear a variable interest rate but do not include any bond which, during the remainder of the term thereof to maturity, bears interest at a fixed rate.
  - c. Capital Appreciation Bonds - Bonds as to which interest is payable only at maturity or prior redemption of such Bonds or which bear a stated interest rate of zero. The corresponding Supplemental Resolution for the bonds will define the manner in which the period during which principal and interest shall be deemed to accrue, and the valuation dates for the bonds and the accreted value on the valuation date.
  - d. Refunding Bonds - Bonds refunding the whole or a part of a Series of Bonds delivered on original issuance.
2. **Short-term Debt**

The BOT may issue short-term debt, from time to time as needed to fund projects for Colby Community College during their construction phase.

Such debt shall be authorized by resolution of the BOT. Short-term debt may be used for the following reasons:

- 1) To fund projects with an average useful life of ten years or less; and
- 2) To fund projects during their construction phase.

## V. **Debt Management Structure**

- A. The College, when requesting financing for a project, shall request the BOT to structure the funding:

1. **Term**

All capital projects financed through the issuance of debt will be financed for a period not to exceed the useful life of the projects, but in no event will the term exceed thirty (30) years.

2. **Financed (Capitalized) Interest**



- a. From time to time certain projects may require the use of capitalized interest from the issuance date until the College has beneficial use or occupancy of the financed project.
- b. Interest may be financed (capitalized) through a period permitted by federal law and the Authority's Second Program General Bond Resolution if it is determined that doing so is beneficial.

3. **Debt Service**

- a. Debt issuance shall be planned to achieve relatively net level debt service. The College shall not use bullet or balloon maturities, absent sinking fund requirements, except in those instances where these maturities serve to make existing overall debt service level or to match a specific income stream.
- b. No request shall be made to the Authority for debt to be structured with deferred repayment of principal unless such structure is specifically approved by affirmative vote of the members of the College.

4. **Call Provisions**

In general, the BOT's securities will include a call feature no later than ten (10) years from the date of delivery of the bonds. Call Features should be structured to provide the maximum flexibility relative to cost. The BOT will avoid the sale of long-term non-callable bonds absent careful evaluation by the Authority with respect to the value of the call option.

5. **Original Issuance Discount/Premium**

Bonds sold with original issuance discount/premium will be permitted with the approval of the BOT.

VI. **Refunding Outstanding Debt**

- A. At least annually, College staff with assistance from the BOT's Financial Advisor analyzes outstanding bond issues for refunding opportunities, whether for economic, tax-status, or project reasons.
- B. Consideration is to be given to anticipated costs and administrative implementation and management.
- C. The College shall report to the BOT a need for refunding when:
  1. The refunding of the debt is necessary due to a change in the use of a project that would require a change to the tax status of the debt.
  2. The project is to be sold or no longer in service while still in its amortization period.
  3. Restrictive Covenants prevent the issuance of other debt or create other restrictions on the financial management of the project and revenue producing activities.

- D. The College will request the refunding term to be no longer than the term of the originally issued debt.

## VII. Reserve Funds

### A. Debt Service Reserve Fund

1. The BOT provides that a Debt Service Reserve Fund shall be established up for each bond that is issued.
2. If future BOT bond resolutions do not require such a reserve fund, this provision is not required.

### B. Liquidity Facility

In the event the BOT shall utilize CP, the BOT may set up a liquidity facility to provide liquidity to securities that have been tendered. The liquidity facility may be in the form of a letter of credit, advance agreement or other arrangement that may provide liquidity.

### C. Interest Rate Reserve Fund:

1. The BOT establishes an interest reserve fund for the bond anticipation notes issued for each project. The interest reserve fund provides security for interest due on the bond anticipation notes as such interest matures between billings.
2. The College will pay on a monthly basis based on the amount borrowed.
3. When the short-term debt for a project is either repaid or converted to bonds, the amount invested in the reserve fund will be credited back to the College.

## VIII. Risk Assessment

- A. The President of the College, will evaluate each transaction to assess the types and amounts of risk associated with that transaction, considering all available means to mitigate those risks.

- B. The President of the College, will evaluate all proposed transactions for consistency with the objectives and constraints defined in this Policy.

- C. The following risks should be assessed before issuing debt:

1. **Change in Public/Private Use**

The change in the public/private use of a project that is funded by tax-exempt funds could potentially cause a bond issue to become taxable.

2. **Default Risk**

The risk that revenues for debt service payments are not all received by the due date.

3. **Liquidity Risk**

For variable rate debt, the risk of having to pay a higher rate to the Authority for the liquidity provider in the event of a failed re-marketing.

4. **Interest Rate Risk**

For variable rate debt, the risk that interest rates will rise, on a sustained

basis, above levels that would have been set if the issue had been fixed.

5. **Rollover Risk**

For variable rate debt, the risk of the inability to obtain a suitable liquidity facility at an acceptable price to replace a facility upon termination or expiration of the contract period.

IX. **Transparency**

- A. The College shall comply with the regulations of DHERST or the Law of PNG.
- B. Additionally, the College will assist the BOT in complying with include:

- 1. **Bond Counsel** - Bond Counsel shall be engaged through the Office of State and Local Finance and serves and assists the Authority on all its debt issues under a written agreement.
- 2. **Financial Advisor** - The financial advisor shall be engaged through the Office of State and Local Finance and serves and assists the Authority on financial matters under a written agreement. However, the financial advisor shall not be permitted to bid on or underwrite an issue for which it is or has been providing advisory services.

X. **Professional Services:**

From time to time the College uses its General Counsel for advice on aspects of a debt transaction.

XI. **Potential Conflicts of Interest:**

- A. If the College were to hire professionals to assist the College in a debt transaction, the professionals shall be required to disclose to the College existing client and business relationships between and among the professionals to a transaction (including but not limited to financial advisor), as well as the BOT.
- B. This disclosure shall include such information that is reasonably sufficient to allow the College to appreciate the significance of the relationships.

XII. **Debt Administration**

A. **Planning for Sale**

The College will provide all requisite information to the BOT to facilitate the compilation of data necessary for the Official Statement related to the bond issuance and bond underwriting.

B. **Post-Sale**

- 1. The College will ascertain that fees and charges are established at levels sufficient to meet the two times debt service coverage when combined with legislative appropriations.
- 2. The College will provide for timely transmission of requisite debt service payments as billed by the Authority.

C. **Continuing Administration**

- 1. The College (through institutional administration) will ascertain that facilities financed with tax exempt debt will be used in a manner such as to not jeopardize the exempt status of the issued debt.
- 2. The College (through institutional administration) will maintain the financed facilities in a prudent manner establishing maintenance reserves when

necessary to preserve the viability of facilities.

### **EXPENDITURES AND FISCAL CONTROL**

Authorization of Expenditures. The President of the college shall establish procedures for authorization of all expenditures from all funds of the college and shall delegate the powers of authorization to such officers of the administration as he/she sees fit.

The President shall have the power to overrule part or all of any requisition for expenditures from any fund of the college.

Monitoring of Income and Expenditures. The Vice President of Business Affairs shall monitor all income and expenditures for all funds of the college, shall prepare and implement adequate fiscal control procedures, and shall prepare monthly reports on the status of all funds of the college for scrutiny and approval by the Board of Trustees.

### **FACILITIES AND NAMING GUIDELINES**

IBT College may recognize donors of large monetary gifts or those who clearly have provided exceptional service to the institution by naming specific facilities for them. Facilities may be named for a donor if one of the following conditions is met:

- A. An individual, family, business, corporation, and/or other charitable entity has given at least K500,000.00 and recognized by the Board of Trustees upon recommendation from the College administrative team as being an eligible recipient of the honor.
- B. An individual has (a) served a minimum of 25 years at IBT College (b) been recognized as outstanding by the public, students, faculty, and administration; and (c) is supported by the Board of Trustees.
- C. Be recognized as an individual who has truly impacted IBT College beyond monetary measures.
- D. All recommendations will formally be made by the President of IBT College, in open session, at a Board of Trustees meeting. All recommendations must be formally approved by the Colby Community College Board of Trustees.

#### **All Donor Naming Opportunities:**

1. Naming opportunities for spaces within a building shall be defined by the IBT College President.
2. Naming opportunities for: rooms, areas on campus, or other structures will be reviewed on a case-by-case basis by the IBT College President.
3. All naming opportunities must be reviewed and approved by the IBT College Board of Trustees.
4. If a business/organization is longer in the community or is no longer in business, the Board of Trustees reserves the right to rename the facility.
5. Nothing in this policy shall limit the IBT College President or the Board of Trustees from considering or proposing recognition of individuals for academic, research or service contributions.

## **PNG GOVERNMENT FUNDING**

For the application of PNG Government Funding and the receipt thereof, IBT College and the Board of Trustees will authorize an indirect cost rate consistent with PNG Government Funding guidelines.

### **PAYMENT**

IBT College (the College) works to minimize the time elapsing between the transfer of funds from the agencies or the pass-through entity and the disbursement by the College whether the payment is made by electronic funds transfer, or issuance or redemption of checks, warrants, or payment by other means.

- A. The College must be paid in advance, provided it maintains or demonstrates the willingness to maintain both written procedures that minimize the time elapsing between the transfer of funds and disbursement by the College, and financial management systems that meet the standards for fund control and accountability as established in this part. Advance payments to the College must be limited to the minimum amounts needed and be timed to be in accordance with the actual, immediate cash requirements of the College in carrying out the purpose of the approved program or project. The timing and amount of advance payments must be as close as is administratively feasible to the actual disbursements by the College for direct program or project costs and the proportionate share of any allowable indirect costs. The College must make timely payment to contractors in accordance with the contract provisions.
- B. Whenever possible, advance payments must be consolidated to cover anticipated cash needs for all awards made by the awarding agency to the recipient.
  1. Advance payment mechanisms include, but are not limited to, Treasury check and electronic funds transfer and must comply with applicable guidance.
  2. The College must be authorized to submit requests for advance payments and reimbursements at least monthly when electronic fund transfers are not used, and as often as they like when electronic transfers are used, in accordance with the provisions of the Electronic Fund Transfer Act.

### **FINANCIAL COMPLIANCE**

IBT College has a significant investment in its fixed assets, which are comprised of land, buildings, and fixed and moveable equipment. These fixed assets are used to carry on the College's primary missions of instruction and public service. An item is considered a fixed (or capital) asset if it is owned or considered owned by the college, is held for operations for more than one year and its acquisition value is K5,000 or more individually or as an operating unit for equipment. This includes all items gifted to the College as well as purchases made with donated funds. All fixed assets are owned or deemed accountable by the College and not a specific individual, department or other operating unit.

Fixed assets are recorded at cost at date of acquisition for purchased items. Donated items are recorded at fair market value on the date received. Depreciation is calculated on the straight-line basis over the estimated useful life of each class of depreciable asset. Estimated lives range

from 3 to 50 years. Since land does not have an estimated useful life, it is not depreciated.

Guidelines have been established to help College departments and personnel ensure that the College's fixed assets are acquired, safeguarded, controlled, disposed of, and accounted for in accordance with state and federal regulations, audit requirements, and generally accepted accounting principles.

### **Responsibilities of the Controller**

The Controller is responsible for handling a variety of day to day accounting responsibilities such as account analysis and reconciliation, as well as reporting and analysis, which include fixed asset accounting, debt service, bond proceeds analysis, and accounting for capital leases.

### **Capital Assets**

Assets are depreciated using the straight-line method. The range of estimated useful lives by asset categories is summarized as follows:

<b>Asset category</b>	<b>Years</b>
Buildings	45 to 50
Building Improvements	5 to 20
Furniture and Equipment	5 to 15
Vehicles	3 to 8
I.T. Equipment	3 to 10

*The costs of normal maintenance and repairs that do not increase the value of the asset or materially extend assets lives are not capitalized.*

### **What to Do When Capital Assets Are Delivered**

A member of the Business Affairs Office staff will contact the person that initiates the purchase requisition within a few weeks of the purchase to schedule a time to tag the asset. This tag number will be referenced on the inventory sheet of the asset and will be forwarded via email to the department head and the person that initiates the purchase requisition. The inventory sheet includes the location, purchase information such as date of purchase, manufacturer, model, serial number, department's name,

department's contact person and fixed asset number. The fixed asset inventory information sheet will be entered into the Microsoft Dynamics Great Plains Fixed Assets System.

### **Selling, Trading-in, Donating or Disposing of a Capital Asset**

The Business Affairs Office staff must be notified of all disposals of capital equipment. When selling, donating, trading-in or disposing of capital equipment, the department responsible for the capital equipment must complete the equipment and furniture disposal form in order to properly account for removing the asset from Microsoft Dynamics Great Plains Fixed Asset System.

The Policy for Disposal of College Assets can be viewed online.

Additionally, the Business Affairs Office staff must be notified via email or telephone prior of all transfers of capital equipment to another department or location within the College.

## **INVESTMENT OF FUNDS**

The investment of college monies shall be the responsibility of the President.

All offerings of monies for investment shall state the amount to be invested and the maturity date of each investment.

Investment of funds shall be in the main or branch office of an eligible bank, savings and loan association or savings bank located in the county or counties in which all or part of the college is located. If such main or branch office of an eligible bank, savings and loan association or savings bank cannot or will not provide an acceptable bid, the funds can be invested in a main or branch office of an eligible bank, savings and loan association or savings bank located in an adjoining county to the county in which all or a part of the college is located.

Any bank, savings and loan association or savings bank that qualifies as a depository of college funds shall be given an opportunity to bid on all monies offered for investment. All bids shall be specified on the basis of simple interest.

Distribution of Monies for Investment. The treasurer or other person designated by the board shall inform each eligible bank and savings and loan association of the total amount of money to be invested on a specified date and the maturity date of the investment. Each bank or savings and loan association bidding shall submit a single bid of the rate of interest it would pay on all or part of the funds to be invested.

Monies shall be invested with the highest bidder in such amount as the bidder will accept, and any remaining amounts shall be invested with the next highest bidders in order of interest rate offered. No bidder shall be eligible to receive any funds in the same offering at the rate lower than its single bid.

No bid less than the most recently determined investment rate as determined by the state treasurer shall be accepted. No funds will be invested for maturities of more than two years.

Any monies not otherwise invested in eligible banks and savings and loans located in the college due to their inability, for whatever reason, to accept the funds, shall be invested in secured deposits in banks or savings and loans which have offices located in counties in which a part of the college is located or in adjoining counties

## **REFUNDS**

The College may refund a portion of tuition, fees, and institutional room and board to students

who withdraw from school during the term in which they are enrolled. Students must complete the Official Withdrawal form in order to receive a refund of money paid to the college from personal sources. If all or parts of educational costs are paid by Government funds, a return of funds will be made to the Government sources according to the *Return of Title IV Funds Policy*, whether the withdrawal is official or not. The Official Withdrawal form must be returned to the Registrar within two weeks of the date the form is initiated to receive a refund of personal monies.

Students may be eligible for refund upon filing a complete Change of Schedule Form in the Registrar's Office within the refund periods outlined below. Online change of schedule or a paper form MUST be submitted to the Registrar's Office for refund. Non-attendance of class does not warrant an official drop, and the student will be financially responsible for the classes.

If the college cancels a class, enrolled students will receive a full refund of tuition and fees for that class regardless of the date. If a student withdraws from a class after the refund period and simultaneously adds a class, no refund will be given for the withdrawn (dropped) class. Full tuition and fees will be charged for the added class. Exceptions are made for change of section and/or level changes, at the discretion of the Registrar and Student Accounts Offices.

### Definitions

**Official Withdrawal:** The written notification to the Registrar of complete withdrawal from all classes by the student. The Official Withdrawal Form must be completed and signed by the student and signatures must be obtained from those designated on the form. Students who are withdrawing may obtain the form from the Registrar. Completed forms must be filed with the Registrar's Office. Withdrawal from classes must be completed before the published last day to withdraw.

**Change of Schedule:** A written notification to the Registrar from a class or classes. The Change of Schedule form must be completed with signatures of instructors and advisor (or coach/athletic director if an athlete) and presented to the Registrar's Office.

**Unofficial Withdrawal:** A cessation of attendance to a class or classes without written notification to the Registrar. The student forfeits any refund of personal funds which might be due.

### General Refund Roles:

Your request for Refund/Excess funds must be in Writing.

Non-refundable fees of K350.00 for the administrative cost less the balance will be refunded.

Full Payment Course Fees, your refund will be paid according to:

9.3.1 Withdrawal of 82% prior to start of the term as indicated on the



Intake enrolment calendar. ITJTC will withhold 18% of your Total Course Fees paid.

9.3.2 Withdraw of 72% during the 1st week of classes. ITJTC will withhold 28% of your Total Course Fees paid.

9.3.3 Withdrawal of 62% during the 2nd week of classes. ITJTC will withhold 38% of your Total Course Fees paid.

NO REFUND will be issued AFTER the end of 2nd week of classes.

Deferral of course to a later date, there is NO refund. ITJTC will withhold your fees until such time he/she is ready to continue his/her classes. You will pay additional fee should there be any changes.

Reimbursement of funds will be processed unless all the original receipts, withdrawal letter and withdrawal form is received by the administration.

All refunds will be payable to the Payee/Recipient accounts upon receiving your account details

If a student ceases enrollment in a current module but plans to attend a later module within the same semester, the student must notify the financial aid office in writing of their plans to attend the later module to avoid being considered a withdrawal for the purposes of this calculation. If written notification is not received within required timeframes, the student is considered to have withdrawn, and the return of funds calculation is completed. If, however, the student does continue to attend in a later module within the same semester, even if they failed to notify the Office of Financial Aid that they would, prior calculations due to noncommunication are reversed.

### **Consequences of Outstanding**

Outstanding are serious and can affect an individual's ability to receive Government financial aid in the future.

If a student fails to pay or make payment arrangements on their student account balance, the student's academic records will be placed on financial hold, and the student will not be permitted to register for future classes or receive transcripts until the balance is paid. Accounts that remain unpaid will be sent to collections.

### **RENTAL OF FACILITIES**

IBT College strives to provide access to the institution's campus. As part of this initiative, the College serves as a community partner and does not charge for facility usage that does not generate individual business revenue.

\* The use of alcohol on campus is not permitted by any entity without prior approval from the CCC Board of Trustees.

**Room Reservation**

At minimum, if an individual/business wishes to reserve a facility they are expected to reserve the area at least two weeks in advance.

**Rates**

All spaces rented will require a K25.00 administrative fee that is nonrefundable. This fee is utilized to cover the cleaning/setup of the facility.

FACILITY	RATE PER HOUR (2-HOURS MINIMUM)
Conference Room	K100.00
Classroom	K50.00

Individual patrons that utilize the IBT College facilities assume personal liability for the use of the areas. The College is not responsible for personal harm/damages that may occur while utilizing the facilities.

**Criteria for Facility Use Eligibility**

1. Facility rentals must: a) support the Mission and Strategic Plan of IBT College and b) be temporary, occasional and incidental to normal College operations.
2. Facility rentals must NOT:
  - a. Conflict with College policies/procedures;
  - b. Compete with existing College programming;
  - c. Interfere with public health, welfare or safety;
  - d. Involve unusual, extraordinary or burdensome expenses for College or involve unnecessary safety or security concerns.

**SALES AND ADVERTISING ON CAMPUS**

The college will not endorse sales representative, firms or corporations who engage in or to solicit business on campus. Any business or sales conducted on the College campuses must be approved by the President or designee and must be appropriate and beneficial to the students, employees and community. In addition, all forms of advertising must have approval from the President or designee. This includes posting or otherwise displaying on college property, any sign, poster, or handbill that advertises or otherwise calls attention to any product, service, or activity.

### **SCHOLARSHIPS (INTERNAL)**

In order to qualify for scholarships, students must attend 12 or more hours per semester and meet all requirements specific to the scholarship opportunity. Please review Performance Based Scholarship Requirements for more detailed information.

### **FINANCIAL AID**

IBT College offers arrangements of financial aids to the students:

#### **SMALL BALANCE WRITE-OFF**

IBT College holds firm that it is the student's responsibility to pay their student account bill in full each semester. If those bills are not paid, a financial hold is placed on the student account, preventing registration for future classes, release of transcripts, or receiving a diploma. In rare instances, a small balance write-off may be necessary. Below are examples of those instances and how they are handled:

1. When a balance of less than K50.00, is created due to an adjustment of institutional funds and/or scholarships, the balance may be written off immediately.
2. When a balance of less than K100.00, has been on a student account for six (6) months or longer, the balance may be written off.
3. Other cases that the President of IBT College may approved.

#### **STOP PAYMENT**

Occasionally, it is determined that a stop payment may be needed on an uncashed check. The check may or may not be reissued to the individual or entity. It is possible that the uncashed check will be applied to an existing balance.

### **TUITION ASSISTANCE**

Employees, dependents of all full-time employees, and full-time employees of any food service firm located on the college campus may enroll in college credit courses without payment of tuition and student fees.

Approval by supervisor must be given to employee before class(es) may be taken during working hours. Time spent attending classes and working on assignments must be off-the-clock or taken as vacation time. Employee dependents are defined according to the rules of the Internal Revenue Service.

### **UNCOLLECTABLE DEBT WRITE-OFF**

The Accounts Receivable Department is comprised of two distinct areas:

- A. Student Receivables-individuals who work toward collecting student tuition and fees.
- B. Third Party Receivables-group acts as a collection agency on behalf of IBT College.

#### **Student Account Receivables Processes**

- A. Current-receivables that are less than 90 days old or current payment plan in place - attempting to collect. After one entire semester of attempting to collect in house, the account will be transferred to collection agency and state of Kansas if it is determined that the debtor is a Kansas state resident.
- B. Allowance for Doubtful Accounts-receivables that are greater than 90 days but less than 360 days. During this time frame, the student will be turned into a collections agency.

- C. Bad Debt - receivables greater than 360 days, lacking complete payment; requires BOT approval to write-off.

The write-off process will occur twice a year. The debt will be written off on the following dates December 31 and June 30. Only accounts in the "Bad Debt" category will be included in the write-off process. Below is the detail regarding the write-off process for each receivable category:

#### **Student Receivables**

Bad Debt - This entry will be to write-off any Bad Debt Accounts amount that has not been collected. There will be an entry to the student's account to pay off the debt, with the description of "write-off" in the Student System. There will also be a business office hold service indicator placed on the student's account to prevent registration until the college releases it.

#### **Third Party Receivables**

Bad Debt - This entry will be to write-off any Bad Debt Accounts amount that has not been collected. There will be an entry to the student's account to pay off the debt, with the description of "write-off" in the Student System. Additionally, there will be a corresponding entry to the third party account to pay off the debt, with the description of "write-off" in the Student System. Also, a business office hold service indicator placed on the student's account to prevent registration until the college releases it.

\*A report of debt to be written off will be provided to the Board of Trustees before it has been formally written off.

#### **Extenuating Circumstances from the Collections Policy requiring a balance write-off**

IBT College holds firm that it is the student's responsibility to pay their student account bill in full each semester. If those bills are not paid, a financial hold is placed on the student account, preventing registration for future classes, release of transcripts, or receiving a diploma.

# SECTION 7 – STUDENT POLICIES & PROCEDURES

## 7.1 Attendance Policy And Procedure

### Purpose

To ensure student attendance and punctuality for face-to-face classroom training sessions, as attendance is a crucial part of the assessable criteria.

### Scope

Applies to all students enrolled in face-to-face classroom training sessions at IBT College.

### Policy

- 1) Trainers will record attendance for all face-to-face classrooms training sessions.
- 2) Attendance checks will be made before the session starts and after its completion.
- 3) Students must attend 100% of scheduled face-to-face sessions (minimum 80% attendance).
- 4) Being late by more than 15 minutes is considered a full day's absence.
- 5) Students must notify the trainer if unable to attend or will be late.
- 6) Medical certificates are required for absences due to sickness lasting more than 3 days.
- 7) Attendance is part of assessable criteria; therefore, students must attend classes.

### Procedures and Guidelines

- a) Trainers will take attendance at the beginning and end of each session.
- b) Students must arrive on time and notify the trainer of any absence or lateness.
- c) Medical certificates must be provided for extended absences due to sickness.

### Consequences or Penalties

- a) Failure to meet attendance requirements may result in penalties affecting final grading.
- b) 5 recorded "late" arrivals in class are deemed the equivalent of a full day's absence.

### Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 7.2 Absence Policy And Procedure

### Purpose

To outline the guidelines and procedures for student absences at IBT College

### Scope

Applies to all students enrolled at IBT College.

### Policy

- 1) Absences are categorized as Excused, Approved, and Unexcused.
- 2) The registrar, through the director academic and director student support services, may request documentation to substantiate the nature of the absence.
- 3) Provision will be considered on a case-by-case basis.

### Procedures and Guidelines

- **Excused Absence includes:**
  - a) Medical/illness
  - b) Observance of Gazette holiday by NEC
  - c) Emergency Leave
  - d) Bereavement due to death in the immediate family
  - e) Involvement in a traffic accident
- **Approved Absence for Anticipated Excuses Absence**
  - a) Students attending educational enrichment programs or presenting research to their course will be considered.
  - b) Students must see their respective faculty (trainers) for the missed mandatory session to determine a makeup session plan.
  - c) Students must write to the College Registrar and Director Academic advising of their absence.
- **Unexcused Absence**

Unexcused absence due to bus fare problems, waking up late, missing a session, arriving very late due to catching late transport, traveling long distances, or attending to personal matters such as banking, is considered unexcused absence.

This unexcused absence is considered unacceptable practice but will be determined on a case-by-case basis.

- **Recurring Patterns**

If a student is continuously on/off from sessions for 2 weeks, they will be subject to the academic disciplinary committee.

## **Consequences**

- **Approved Absence**
  - a) Student must complete the Absence Request Form for any missed mandatory session.
  - b) The request will be granted by the Director Academic for 7 days.
  
- **Unexcused Absence**

Student will lose marks from the session.

## **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.



## 7.3 Student Feedback Policy And procedure

### **Purpose**

To provide students with feedback on their assessments and to gather feedback from students to improve IBT College programs.

### **Scope**

Applies to all students enrolled at IBT College.

### **Policy**

- 1) Students are entitled to feedback from their trainer after assessments have been made on submitted items.
- 2) Students should consult with the trainer for further clarification on assessment outcomes.
- 3) Feedback from students is conducted through the student satisfaction survey by the Director of Student Support Service.
- 4) The survey evaluates the program of study and training team, and results are used to improve IBT College programs.

### **Procedures and Guidelines**

- 1) Trainers provide feedback to students after assessments.
- 2) Students should approach trainers for clarification on assessment outcomes.
- 3) The Director of Student Support Service conducts the student satisfaction survey.
- 4) The survey is conducted confidentially, and results are used for program improvement.

### **Consequences**

Feedback from students is important for program improvement, and failure to participate in the survey may impact the quality of programs.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

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## 7.4 Students Rights And Responsibilities Policy And Procedure

### **Purpose**

To outline the rights and responsibilities of students at IBT College

### **Scope**

Applies to all students enrolled at IBT College.

### **Policy**

- 1) Students have the right to a safe and supportive learning environment.
- 2) Students have the right to access educational resources and facilities necessary for their studies.
- 3) Students have the right to fair and respectful treatment by staff and peers.
- 4) Students have the right to confidentiality of their personal information.
- 5) Students have the right to provide feedback and make complaints about their educational experience.

### **Procedures and Guidelines**

- a) The college will provide orientation sessions to inform students of their rights and responsibilities.
- b) Students should familiarize themselves with the college's policies and procedures regarding academic conduct, attendance, and assessment.
- c) Students should report any concerns about their rights to the appropriate college staff member.

### **Consequences**

Violations of student rights may result in disciplinary action, as outlined in the college's policies and procedures.

### **Review**

This policy and its procedures will be reviewed periodically to ensure they are meeting their objectives of protecting and upholding the rights of students at IBT College.

## 7.5 Student Use Of Information Technology Policy And Procedures

### **Purpose**

To outline the guidelines and expectations for students regarding the use of computing and electronic resources provided by IBT College.

### **Scope**

Applies to all students enrolled at IBT College.

### **Policy**

- 1) Computing and electronic resources are valuable for learning and relevant to educational programs.
- 2) Students are encouraged to use these resources for purposes relating to their course of study.
- 3) Misuse of computing or electronic resources is considered misconduct and will be addressed accordingly, which may include withdrawal of access, suspension, or expulsion from IBT College.

### **Procedures and Guidelines**

- 1) Using another student's login credentials is strictly prohibited and may result in suspension.
- 2) Unauthorized alteration of system software settings or installing illegal software is prohibited.
- 3) Using computers for playing games or streaming music and video is prohibited.
- 4) Workstations may only be used by current students, and access cannot be provided to friends or relatives.
- 5) A booking procedure may operate during high demand, and students must use resources only during allocated times.
- 6) All rooms are for quiet, independent study, and users should not disrupt others.
- 7) Eating and drinking are not permitted while using College ICT resources.
- 8) The College moderates student access to the Internet and filters websites.
- 9) The College monitors student usage of its networks and can identify individual users.
- 10) All communications using College resources, including social media, should be courteous and not give rise to perceptions of bullying or harassment.
- 11) Laptops will be available to all students for their convenience.
- 12) Laptops will be strictly monitored and must be used for session-related activities, e.g., MS Word.
- 13) After use of the laptop, the responsible student must return it to the designated area.
- 14) Laptops should not be given to any student(s) not authorized by the trainer.

### **Consequences**

Violations of the ICT policy may result in disciplinary action, including suspension or expulsion.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices..

## 7.6 Work Health And Safety (Whs) Policy And Procedures

### Introduction

A work health and safety (WHS) policy outline an IBT College's commitment to ensuring the health, safety, and well-being of its employees, students, and visitors in the workplace. It provides a framework for identifying, assessing, and managing risks to health and safety, and establishing procedures for responding to incidents and emergencies. Here's an example of a WHS policy:

### Policy Statement

International Business & Technical College is committed to providing a safe and healthy work environment for all employees, students, and our IBT College clients. We will comply with all applicable laws and regulations related to work health and safety and continually improve our WHS performance through the implementation of effective systems, procedures, and training.

### Responsibilities

All staffs, faculty, and managers have a responsibility to contribute to the achievement of our WHS objectives by complying with all policies and procedures related to health and safety, reporting any hazards or incidents immediately, and participating in training and awareness programs.

### Risk Management

We will identify, assess, and manage risks to health and safety in the workplace through the implementation of a risk management system. This system will involve regular inspections and assessments of our workplace, including hazard identification and risk assessments, to ensure that appropriate control measures are in place to mitigate any identified risks.

### Training and Communication

We will provide appropriate training and communication to employees to ensure they have the necessary skills and knowledge to perform their work safely and responsibly. This will include induction training for new employees, ongoing training and awareness programs, and regular communication on WHS matters.

### Incident Reporting and Investigation

We will establish procedures for reporting and investigating incidents and hazards, including near misses and injuries, to ensure that appropriate action is taken to prevent reoccurrence. All incidents will be recorded and reviewed to identify trends and opportunities for improvement.

### Emergency Preparedness and Response

We will establish emergency procedures and plans to respond to incidents such as fires, natural disasters, or other emergencies. Employees will receive training on emergency procedures and participate in regular drills to ensure they are prepared in the event of an emergency.

### **Consultation and Participation**

We will consult and communicate with employees and other stakeholders on WHS matters to ensure that their views and concerns are taken into account when making decisions that may impact their health and safety. We will also establish mechanisms for employee participation in WHS activities, such as safety committees or feedback mechanisms.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 7.7. Student Consultation Policy And Procedures

### Purpose

- A. This policy sets out IBT College commitment to the provision of timely and equitable access for students seeking individual assistance with any aspect of their studies.
- B. Any student seeking individual assistance, support or consultation, from teaching staff or academic members of the faculty, are able to access the appropriate and relevant staff member in a timely fashion to enable effective support, feedback and/or provision of information to assist student progression, well-being and academic success.
- C. As a multi culture college with a diverse student cohort, IBT College recognises that students will at times, require personalised support, individualized feedback and greater levels of information as part of their studies. In this respect, this policy ensures a consistent approach to student consultation for all students regardless of the mode of study, campus location or student demographics.

### Scope

This policy applies to Home Base / On-Line and Full Time students enrolled in the College.

- a) The policy sets out provisions for access to teaching staff and academic members of the Faculty. This includes all staff with teaching responsibilities regardless of their position within the School or location.
- b) This policy does not apply to dedicated student support staff noting that students have access to support and services staff at each of the School's campuses and are able seek support in relation at any time.

### Definitions

Student access for consultation with teaching staff in the context of this policy is defined as teaching staff being accessible to students:

- a) during scheduled class-times to address any issue raised by students to the best of their ability
- b) before or after class-time to address any issue raised by a student if time permits and suits both parties
- c) outside of scheduled class-times via phone or email
- d) by appointment in a prescribed allocation for student consultation during the teaching period and as communicated clearly to students at the start of the teaching period
- e) by appointment as necessary and as mutually agreed by the teaching staff and the student concerned.

## Procedures and Guidelines

- a) Student consultations may be requested by a student to discuss any relevant matter including but not limited to the following matters:
  - i. clarification of subject requirements and progression
  - ii. clarification of assessment requirements or marking guidelines
  - iii. assistance in catching up on content from any lectures and/or tutorials they may have missed
  - iv. advice on methods and strategies to complete assessment tasks
  - v. seeking extension of assessment due dates including discussion of special consideration applications
  - vi. feedback about assessment
  - vii. issues with teaching methodologies
  - viii. clarification of specific course content including referencing support
  - ix. advice on seeking further student support
- b) Staffs are required to make themselves reasonably accessible to students seeking individual consultation during class-time, and must allocate an average of 3 hours per week outside of class-time to cater for student consultation. If required, the Registrar's Office in consultation with the Director Administration and Director Academic may stipulate longer consultation hours.
- c) Where necessary, staff will refer students to specific internal support services or escalate any issue that the staff member is unable to resolve to their line manager.
- d) Allocations for prescribed consultation times must be communicated to students prior to the commencement of the teaching period for the unit.
- e) The College will ensure that all Part Time Contracts for faculty staff will recognize time allocations required for student consultation.

## Consequence

1. Students will lose the ability to request consultations with teaching staff if they don't follow the policy.
2. Students may receive a formal warning if they don't engage in consultations or meet academic standards.
3. Not seeking consultation when needed could result in lower grades or assessment failure.
4. Students may be referred to support services if they consistently don't engage in consultations.
5. : In serious cases, students may be placed on academic probation or suspended from the college.

## Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 7.8. Student Code Of Conduct Policy And Procedures

### Purpose

The Code of Student Conduct is the basis and foundation of the disciplinary policy within the IBT College. The code identifies acts and forms of discipline to deal with these acts. The code of conduct and its provisions are applicable on College buses, during the College day, on student accommodation premises and at such other times and places where any activity is related to IBT college students.

IBT College Code of Conduct outlines the expectations and responsibilities of all students enrolled at IBT college and should be read in conjunction with the approved policies of the college, and in the student's letter of Acceptance Letter of enrolment

### Scope

The Code of Student Conduct applies to all students enrolled at IBT College and is applicable on College buses, during the College day, on student accommodation premises, and at other times and places related to IBT College students.

### Objective

1. Establish a framework for maintaining a safe, respectful, and conducive learning environment at IBT College.
2. Promote responsible behavior, respect for others, and adherence to college policies and regulations.

### Student Code of Conduct

- **Enrolment obligations**

***All students must:***

- i. Keep the College updated if there is any change to enrolment and contact information;
- ii. Check their student email account and other modes of communication or notifications used by the College;
- iii. Pay their enrolment fees in accordance with the timelines set out in their Letter of Offer and Fee Statements;
- iv. Abide by the laws of each jurisdiction in which the student is studying including complying with their visa conditions in relation to enrolment in a course.;
- v. Read, understand and comply with the College's policies and procedures;
- vi. Carry their Student ID card with them at all times while on campus and produce it when required as proof of identity;
- vii. Know the requirements of the course and progression rules and seek timely advice and assistance from College services, as required, to maximise successful progress.



- **Personal Behaviour**

***All students must:***

- i. Treat others with fairness, respect and courtesy and act in a manner that is not threatening, harassing or intimidating or likely to jeopardise the safety of others;
- ii. Not use mobile phones, cameras, MP3 players and the like in trainers classes, or formal learning and study spaces except with the consent of the trainer, as part of the teaching content of the unit, or in emergency situations and then with the least disruption to other students and staff;
- iii. Respect the privacy and confidentiality of others, particularly in situations of group work, electronic or other communications and in the use of personal information gathered as part of an piece of work or research;
- iv. Not communicate using or distributing threatening, offensive or obscene language, images or information;
- v. Maintain a smoke free and drug free environment;
- vi. Respect the property, facilities and resources of the College and not willfully cause damage.

- **Well-being and Safety**

***All students must:***

- i. Take every precaution, as reasonable and in control of the student, to avoid risks to personal safety and security;
- ii. Avoid behaviours that threaten the well-being and safety of other members of the IBT college community;
- iii. Follow and comply with the College's policies that are designed to prevent, educate, manage and report safety and security measures including the Health and Safety Policy, Staff and Student Sexual Assault and Sexual Harassment policies and procedures,
- iv. Take direction from staff in the event of an incident including evacuation or system security breach.

## **Freedom and Integrity**

***All students must:***

- i. Act honestly and ethically and with integrity in the production of all academic work, research and assessment tasks;
- ii. Appropriately acknowledge using IBT College referencing conventions, the use of the work of other authors, generative AI, or whose work has made an intellectual contribution to the contents of your work;
- iii. Acknowledge shared ownership of ideas in group projects or assessment tasks;
- iv. Undertake research in line with established ethical practices as set out
- v. Not engage or commission others to complete assessment tasks on your behalf and present work as your own;
- vi. Read, understand and comply with the IBT college's academic Integrity Policy engaged or undertaking research ;
- vii. Respect freedom of both inquiry and expression provided such inquiry and expression does not contravene applicable legislation (such as defamation and privacy laws).

## Compliance with this Policy

1. Compliance with this policy forms part of each students' conditions of admission and enrolment. Where a student is aware of a breach of this policy, or suspects a breach, they must immediately report the breach to the College Principal.
2. Disciplinary action may be taken against any student that breaches this or other policies of the College.
3. Breaches that relate to existing and relevant policies will be managed through the processes set out in those policies and procedures. All other disciplinary matters will be decided by the Principal / Administration Manager in consultation with the Student Service Officer.
4. Any decision made by the College in relation to breaches of the policy are subject to appeal as set out in the Student Grievance and Mediation Policy and Procedures.

## Violation of Rules

Student who violate the rules and regulation of the college and has caused serious offense. The following Disciplinary action will be taken in the following categories:

Offense	Possible	Serious
<b>Gross Misconduct leading to Sexual Harassment</b>	Immediate suspension pending investigation.	expulsion if found guilty.
<b>Vandalising College property, theft or fighting</b>	Immediate suspension pending investigation.	expulsion if found guilty.
<b>Cheating class, disruption and disrespect</b>	Disciplinary warning and penalty.	suspension
<b>Consumption of alcohol on campus</b>	Disciplinary warning and possible suspension.	
<b>Chewing and selling of betel-nut on campus</b>	Disciplinary warning and possible suspension	
<b>Smoking and selling of cigarettes on campus</b>	Disciplinary warning and possible suspension.	
<b>Inciting others to violence</b>		<ul style="list-style-type: none"> <li>• Immediate suspension pending investigation.</li> <li>• Possible expulsion if found guilty.</li> </ul>
<b>Improper use of mobile phone or other learning devices</b>	Disciplinary warning and confiscation of device.	suspension
<b>Misuse of IBT college ID Card and College identity</b>	Disciplinary warning and possible suspension.	

<b>Unacceptable behavior against IBT college student or staff</b>	Disciplinary hearing and possible suspension or expulsion	
<b>Violation of dress code</b>	Disciplinary warning and possible suspension.	
<b>Improper behaviour in parties and functions using the name IBT college within and outside the campus</b>	Disciplinary warning and possible suspension.	

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 7.9. Student Support Services And Welfare - Policy And Procedure

### Policy

This policy/procedure supports the requirements to provide student support services to all students. This policy ensures that all students are given support while studying with IBT College. This support includes both support and personal support and the following procedures ensure that students are made aware of the support available.

### Purpose

Purpose of the Student Support and Welfare Policy is to foster an environment which is conducive to effective learning and in which each student feels safe and supported and contributes in a positive manner to IBT College community. This policy compliments college's other relevant policies and procedures, and emphasizes college's commitment to supporting student learning and well-being, and promoting a positive learning environment for all involved.

This policy provides a student support mechanism that not only provides and learning support services but also an opportunity for students to access welfare-related support services to assist with issues that may arise during their study.

### Procedure

IBT College is committed to providing appropriate support and welfare services to students to enable and provide them an environment, in which each student feels safe and supported, and contributes in a positive manner to IBT college community. IBT College shall ensure that appropriate student support services are available to assist students in completing their studies and reaching their goals

### Student Support Mechanism

#### Student Support and Safety

IBT College is committed to providing and maintaining an environment that is without risks to the health, safety and security of IBT College employees and students. IBT COLLEGE will achieve this by;

- 1) Developing and implementing a Health and Safety Policy
- 2) Developing and implementing policies on procedure to prevent and deal with any form of discrimination, harassment, or vilification of college employees and students
- 3) Upholding the Student Code of conduct
- 4) Appointing an OHS/WHS representative
- 5) Appointing a Student Support Officer to address academic support and welfare related services

- 6) Providing referrals to external counseling services to students to deal with issues that are not within college's expertise, scope, or authority
- 7) Keeping students abreast of any general security issues or concerns (relevant to international students in particular) as observed in media, or government announcements; and providing relevant information as appropriate
- 8) Monitoring student course progress and providing academic and administrative support to all the students within college's policy framework to enable them to achieve their academic College objectives
- 9) There are many issues that may affect a student's social or personal life. Students will have access to the Student Support Officer to gain advice and guidance on personal, accommodation, or family/friend issues. Where the Student Support Officer feels, further support may be required, a referral to an appropriate external support service will be organized.

### **Student Handbook**

- 1) All current and prospective students will be provided with a Student Handbook containing all the essential information to adjust to IBT College culture / community including external resources for transfer student from different province, college facilities and resources to help them with their studies.
- 2) ▪A copy of the Student Handbook will also be available on college's website.

### **Student Support Officer**

- 1) IBT College will appoint a full-time, on-campus Student Support Officer to provide student support services including (but not limited to) accommodation, counseling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management. Student Support Officer will also coordinate learning and academic support services in consultation with the Academic Principal.
- 2) Students will need to make an appointment to meet the Student Support Officer. Urgent matters will be attended to promptly on advice of the front desk (initiated by the student) or college staff members.
- 3) Academic and learning support needs will be referred to the Faculty members. The Student Support Officer will, however, ensure that the required academic support services have been provided to the students through scheduled learning support sessions and/or activities, and will maintain a regular communication with the students to obtain feedback. When needed, IBT college shall consider appointing/delegating an academic staff as the Learning Support Office based on the student needs analysis and review of the feedback. This position will dedicatedly assist and support students with academic issues and preparation; including writing, learning, and research skills under supervision of the Academic Director.

## Academic and Learning Support

- 1) Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their program or completing within the expected duration. IBT college will, accordingly, provide an ongoing academic support to students in form of Language, Literacy and Numeracy (LLN) programs or referrals to these programs if needed, course progress intervention and academic support if deemed at risk of not completing the course on time, scheduled learning and study support sessions, and academic support for people with disability and learning difficulties.
- 2) All students will have an unequivocal access to college resources and an equal opportunity to access college programs, services and resources, including Information Technology (IT), e-library, course and learning materials, access to academic and administrative staff members, avenues to lodge and resolve complaints, student welfare and student support services, and access to their administrative and academic records.

### Students with LLN Needs

LLN needs may be identified through pre-enrolment and pre-training assessments, during student orientation, and/or trainer/assessors' recommendations. IBT College will analyse these needs and provide a strategy for assistance. These needs will be addressed through classroom learning and assessment activities over the duration of the program. IBT College's Language, Literacy, and Numeracy (LLN) Policy further supports these needs.

### Student Hardship

- i. The requirements of study may present some students with hardship, due to economic, social, or other difficulties. Where genuine hardship exists, a student may seek permission to review their workload or other related matters.
- ii. To make a request, a student will be required to provide a letter to the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:
  - **Financial hardship:** Financial documents, pay slips or bank statements which indicate financial status;
  - **Medical grounds:** Medical certificates stating nature of condition, duration;
  - **Family Situation:** Doctor or Counsellor's report or recommendation, external community/welfare agency recommendation

Student Support Officer shall review the request and where necessary arrange a face-to-face meeting to discuss the issues and provide the required support through internal or external referrals and advice.

## Information to Students

- a) Information on student support services, and procedures for accessing these services, including contact details of the Student Support Officer will be made available to all the students through;
  - i. Student Handbook
  - ii. IBT College Website
  - iii. Student Orientation Program
  
- b) The Student Support Officer shall ensure that up-to-date information is available for student support services and that any contact details provided are current. Students may access the Student Support Officer directly (e.g. email, phone), by contacting any administrative staff, Academic Manager, or via the front desk. The front desk shall also assist with organising appointments as soon as practicable.

## Student Orientation

At the beginning of a course of study the students are to be given a short orientation and it must include the following:

- A tour of the IBT College identifying classrooms, student areas, student administration area, and any other relevant areas within the IBT College camps such as toilets, fire exits, and restricted areas.
- Information on emergency evacuation procedures
- Information on how to access the student support services within IBT College.

## Ongoing Review

The Management team will continuously review the efficacy of support services in their areas of responsibility through the following process:

- Each member of the Management will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting. This will be a standing item on the agenda for meetings of the Management
- . Where improvements to the IBT college's support services need to be addressed, any actions required will be decided upon by the Management and will be allocated to a responsible person for completion within the agreed timeframe.
- Outstanding actions will be monitored by the Academic Committees until evidence of completion.

## **Responsibility**

- 1) The Principal is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.
- 2) The Nursing Officer is responsible for responding to and addressing the mental, physical, social and spiritual well-being needs of students; and making appropriate referrals to external agencies when required.
- 3) The Director Academic and the academic staff members are responsible for identifying and supporting academic needs.
- 4) The Director Academic is also responsible for planning, implementing, and monitoring learning and academic support services.
- 5) The Principal has the overall responsibility for management of these guidelines in consultation with the Management Committee. Staff members in their respective roles are responsible for using these guidelines to plan and enhance support services

## **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.



## **SECTION 8 – QUALITY ASSURANCE AND ACCREDITATION**

## 8.1 Quality Assurance And Continuous Improvement Policy

### Purpose

The purpose of this policy is to ensure that IBT College delivers high-quality Technical Vocational Education Training (TVET) programs that meet industry standards, comply with regulatory requirements, and continuously improve to meet the needs of students and industry stakeholders.

### Scope

This policy applies to all programs and courses offered by IBT College and to all staff, faculty, and students involved in the delivery and assessment of these programs.

### Policy

IBT College is committed to providing students with a quality vocational education and training program that prepares them for employment or further education. To achieve this, the college will:

- a) Hold a valid registration with the DHERST.
- b) Ensure that each student receives a quality vocational education and training program.
- c) Provide access to industry-standard physical facilities and resources for training delivery.
- d) Maintain a transparent assessment process and implement alternative assessment processes, including Recognition of Prior Learning (RPL).
- e) Provide students with guidance and counseling on academic matters.

### Procedures and Guidelines

- a) Registration with Department of Higher Education Research, Science & Technology
- b) Develop and deliver programs that meet industry standards and provide students with the skills and knowledge needed for employment or further education.
- c) Provide students with access to industry-standard physical facilities, equipment, and resources necessary for the delivery of training programs.
- d) Develop and implement a transparent assessment process that is fair, valid, and reliable.
- e) Implement alternative assessment processes, including Recognition of Prior Learning (RPL), to recognize and credit students for skills and knowledge gained through prior experience.
- f) Provide students with guidance and counseling on academic matters to support their learning and career development.

## Requirements

- 1) IBT College must ensure that all programs and courses comply with TVET standards legislated through the Department of Higher Education, Research, Science and Technology.
- 2) The college must benchmark program delivery against the National Qualification Framework (NQF) and ensure that all qualifications delivered are registered with the PNG National Training Council.
- 3) All faculty (teaching staff) must be technically qualified and current in their technical skills, knowledge, and attitudes for the relevant industry.
- 4) The office of the Principal is responsible for conducting audits and establishing an annual calendar for Validation and Moderation.
- 5) IBT College must participate in external audits of training delivery with a team from DHERST.
- 6) Student feedback must be monitored through the use of Unit and course feedback surveys, as well as a formal end-of-semester student satisfactory survey.
- 7) All faculty must be registered as either trainers or instructors with the Somare Institute of Leadership and Governance or other recognized institution certified by DHERST.
- 8) Trainers must hold as a minimum the PNG National Certificate II in Training and Assessment and possess the technical qualifications for the qualifications they deliver.
- 9) Trainers must hold a degree or other higher qualification to deliver training and assessment.
- 10) Trainers must maintain technical and content knowledge in the qualifications they deliver and be members of the professional body established for their industry sector.

## Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 8.2 Course Development, Review and Approval Policy

### Purpose

IBT College process for the development, modification, review and approval and disestablishment of the course of study to ensure adherence to the Papua New Guinea National Qualification Framework (NGF) and Department of Higher Education, Research Science and Technology.

### New Course / Specialization

- A. A new course or an additional strand (specialisation) within an existing course may be recommended in a number of ways:
  - i. by a Course Director;
  - ii. Head of Department;
  - iii. member of staff with a particular disciplinary interest;
  - iv. by the Governing Council
  - v. the Academic Preview Committee through the process of developing the Strategic Plan;
  - vi. by industry consultations, or at the suggestion of any department of the School.
- B. Approval for new course/specialisation development is the responsibility of the Board of Directors. If a recommendation is accepted for further consideration by the Board of Directors, the Board will delegate to relevant designated staff the resources and authority to undertake a Market Demand and Course Resourcing Report.
- C. The Market Demand and Course Resourcing Report must include current, accurate and authoritative information and data that sets out the likely demand of a new course offering/specialisation, student markets, alignment with the School's Strategic Plan and teaching and learning objectives, whether the School has the necessary resources, staffing profile and capacity to deliver the course.
- D. The Report and its recommendations to proceed or not with the course development process will be considered by the Governing Council (in consultation with the Program Review Committee).

### New Courses/Specialisations Development

- A. For new course development, the design and development process the Academic Committee/program Review Committee may use curriculum working groups that may be supplemented by external experts.
- B. The curriculum working group will meet during the development process and provide minutes of each meeting with a status report to the Governing Council / Program Review committee. The Program Review Committee has authority for endorsing the curriculum group's recommendations with ultimate academic approval of the Academic Board.
- C. During the development process, the Program Review Committee reports to the Academic Board and provides a status on progress for course/specialisation development and presents draft course documentation as it is prepared.

## **External Review**

- A. Once the development process is complete, the Program Review Committee will appoint at least one independent course/specialisation reviewer with senior academic, disciplinary experience in the PNG Education system. The independent reviewer will be requested to provide a comprehensive review of the proposed design, structure, units and policies including any recommendations and complete the External Expert Report Template.
- B. The Expert Report and the Draft Response and Improvement Action Report will be tabled to the Program Review Committee / Academic Committee for review and approval and further feedback and/or their approval.
- C. Once finalized, the Program Review Committee will present the final course documents to the Governing Council including a recommendation to approve, accompanied by the.

## **New Course Approval**

For new courses, the Program Review Committee will consider the course proposal in detail, including consideration of whether the course meets the Technical Vocational Education Training and is aligned to PNG National Qualification Framework, and any relevant professional standards, and whether there are resource implications that need to be considered. The Governing Council's resolution in relation to these matters must be formally documented and minute, with a recommendation to either endorse/not endorse the proposal for accreditation submission to DHERST.

## **New Specialisation Development and Approval**

For a new specialisation, the Program Review Committee will consider the proposal in detail, including consideration of whether the specialisation meets the DHERST, is aligned to the PNG NQF and any relevant professional standards, and whether there are resource implications that need to be considered. If approved by the IBT College Program Review Committee, the recommendations will be presented to the Governing Council for endorsement.

## **Review of Existing Courses**

The Governing Council shall require the Program Review Committee to oversee the internal review of each course offered by the College at least once every two years for interim monitoring and quality assurance and also conduct a comprehensive external review at least once in five years.

## **Internal Review**

- a) The Governing Council will delegate to the Program Review Committee or the Academic Committee in general or course specific the oversight and coordination of the internal reviews with regular reporting to the Governing Council during the internal review process.
- b) The purpose of the internal review will be to make ongoing interim enhancements to the current course curriculum to ensure it meets regulatory requirements, is supported by current and relevant resources, is aligned to sector benchmarks, is designed appropriately to foster positive

student outcomes and progression and is responsive to staff and student feedback and there is equivalency of learning outcomes, assessments and student workloads across all cohorts, campuses and modes of delivery.

### **Reporting and Quality Assurance**

- a) The Program Review Committee as delegated will develop a five-year Course Development, Review Plan and Register which should be duly tabled at and approved by the Academic Board.
- b) Thereafter, the Program Review committee as delegated should provide half yearly update on the Course Development, Review Plan and Register implementation to the Governing Council.

### **Course Discontinuation**

- a) If the Program Review Committee decides to discontinue/dis-establish any course being offered it will seek Governing Council's approval..
- b) All course discontinuations will be implemented as per the College's Course Discontinuation Policy.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 8.3. On-the-Job Training (OJT) Student Policy

### Purpose

The On-the-Job Training (OJT) program at IBT College is designed to provide students with practical work experience in their field of study. This policy outlines the guidelines and procedures for students participating in the OJT program.

### Scope

This policy applies to all students enrolled in Diploma programs at IBT College that require OJT as part of their curriculum.

### Policy

- **Eligibility**

- 1) Students must be enrolled in a Diploma program at IBT College that requires OJT.
- 2) Student must be 18 years and above
- 3) Submit a medical Certificate indicates he/she is in good health and emotionally fit.
- 4) Students must have completed the necessary coursework prerequisites before starting OJT.
- 5) Student must achieve 85% and above to undertake the OJT program
- 6) Have a written consent from his / her parents or legal guardian. (No Waiver is allowed)

- **Placement**

1. IBT College will assist students in finding suitable OJT placements based on their program requirements and career goals.
2. Students may also arrange their own OJT placements, subject to approval by the OJT coordinator.

- **Duration**

The duration of OJT is given three (3) months from the date the student commence the OJT training.

- **Supervision**

1. OJT students will be supervised by a designated supervisor at the OJT placement site.
2. A faculty member from IBT College will also provide oversight and guidance to the OJT student.

- **Evaluation**

1. OJT students will be evaluated based on their performance during the OJT period.
2. The evaluation will be conducted by the designated supervisor at the OJT placement site and the faculty member from IBT College.

- **Requirements**

1. Undergo the required orientation/internship program conducted by IBT College prior to start of the OJT
2. Sign all the required documents necessary for his / her participation in the internship program, internship contract and / or agreement.
3. Perform tasks and activities indicated in the internship program plan.
4. Maintain confidentiality, when and where appropriate, during and after the internship period.
5. OJT students must adhere to the rules and regulations of the OJT placement site that include use of tools, instruments, and computer equipment's.
6. OJT student must abide the policy and procedures of the organisation attached with.
7. OJT students must maintain regular communication with their designated supervisor and the faculty member from IBT College.

### **Student Status**

1. The student inter shall be considered as an intern and not as an employee of the organisation for the duration of the internship.
2. In case of working student, he or she shall be allowed to earn credit for internship upon evaluation and assessment of his or her particular assignment/task during internship period by the organisation attached with.

### **OJT – Parent/Guardian Obligations/Responsibilities**

#### **Obligation /Responsibilities**

1. Issues and signs the written consent; and
2. Co-sign the internship contract and / or agreement to manifest approval or consent to the internship of their child.

### **OJT – Student Violation**

1. Any act of gambling, theft and other similar illegal acts;
2. Submitting forged or fraudulent documents;



## Procedure

- **Enrollment**

- i. Students must enroll in the OJT program through the college's registration process.
- ii. Students must meet the eligibility criteria for participation in the OJT program.

- **Placement:**

- i. IBT College will assist students in finding suitable OJT placements.
- ii. Students may also arrange their own OJT placements, subject to approval by the OJT coordinator.

- **Orientation**

OJT students will attend an orientation session conducted by IBT College to familiarize them with the program requirements and expectations.

- **Monitoring and Evaluation**

- i. OJT students will be monitored and evaluated by their designated supervisor at the OJT placement site and the faculty member from IBT College.
- ii. Regular feedback will be provided to the OJT student to ensure they are meeting the program requirements.

- **Completion**

Upon completion of the OJT program, students will receive a certificate of completion from IBT College.

## Review

This policy and procedure will be reviewed annually by the Working Committee to ensure its effectiveness and compliance with relevant legislation and best practices.

## 8.4. Complaint Policy

### Policy Statement

IBT College is committed to providing a positive learning environment for all students. We recognize that complaints may arise from time to time and are committed to resolving these in a fair, timely, and transparent manner.

### Scope

This policy applies to all students enrolled at IBT College, including sponsored students, and covers complaints related to, administrative, or other college-related matters.

### Definitions

- **Complaint:** An expression of dissatisfaction or concern by a student or parent about a college-related issue.
- **Complainant:** The person making the complaint.
- **Respondent:** The person or department against whom the complaint is made.

### Procedure

- **Student – Informal complaint**
  - i. Students are encouraged to first attempt to resolve the issue informally by discussing it with the relevant staff member or faculty.
  - ii. If the complaint is not resolved informally, the complainant may proceed to the formal complaints procedure.
- **College - Formal Complaint**
  - i. The complainant must submit a written complaint using the official Complaint Form available from the Student Services Office.
  - ii. The complaint should include details of the issue, any relevant documentation, and the desired outcome.
  - iii. The completed form should be submitted to the Student Services Office within 10 working days of the incident.
- **Investigation**
  - i. Upon receipt of the complaint, the Student Services Office will initiate an investigation.
  - ii. The investigation will be conducted impartially and may involve interviews with the complainant, respondent, and any other relevant parties.
  - iii. Completion within 15 working days, unless exceptional circumstances require an extension.

### After Making The Decision

- i. Once the investigation is complete, a decision will be made regarding the complaint.
- ii. The decision will be communicated to the complainant and the respondent in writing, along with any actions to be taken.

## **Appeals**

- i. If the complainant is not satisfied with the decision, they may appeal in writing to the Principal within 10 working days of receiving the decision.
- ii. The Principal will review the appeal and may conduct further investigation if necessary.
- iii. The decision of the Principal is final.

## **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 8.5. Benchmarking Policy

### Purpose

The DHERST requires institution providers to compare their performance and offerings with other higher education providers (HEPs) on courses, student performance, teaching, student learning outcomes, graduate outcomes, and research (where applicable). This policy aims to ensure that IBT College implements a practical approach to benchmarking activities that address these areas and allow for continuous improvement.

### Definition

The DHERST defines benchmarking as a structured, collaborative learning process for comparing practices, processes or performance outcomes. Its purpose is to identify comparative strengths and weaknesses, as a basis for developing improvements in academic quality or performance. Benchmarking can also be defined as a quality process used to evaluate performance by comparing institutional practices with identified good practices across the sector.

### Benchmarking Principles and Process

- A. Benchmarking projects undertaken at IBT College
  - i. Support IBT College's mission's and goal's and strategic priorities
  - ii. Be balanced in terms of the value and received compared to costs involved in undertaking the projects.
  - iii. Have the approval of Academic Committee, Quality Assurance Committee and Program Review committee for new course development and current course re-accreditation.
- B. Benchmarking can be conducted internally where applicable between same units and courses taught across various campuses.
- C. Benchmarking is also to be carried out externally through partnerships with other institutions and reference to publicly available information.
- D. Benchmarking is done for both quantitative (e.g. attrition rates) as well as qualitative (e.g. course entry requirements) data.
- E. IBT College's benchmarking processes follow the Plan, Implement, Review and Improve (PIRI) system.

### External Referencing

- A. DHERST defines external referencing as a process whereby a higher education provider compares aspects of its operations with external comparators and the aim of external referencing is to provide evidence:
  - i. Of the provider's operations and
  - ii. To inform internal improvements
- B. External referencing activities are undertaken at IBT College to fulfill its quality assurance goals and maintain continuous improvement include benchmarking, peer review and moderation.

- C. IBT College undertakes external referencing in order to:
- D. Inform planning and goal setting
  - i. Improve decision-making
  - ii. Inform IBT College's policies
  - iii. Improve IBT College's procedures and guidelines, teaching and learning
  - iv. Provide an evidence base for changes and improvement
  - v. Provide an external focus to internal activities.
  
- E. IBT College undertakes external referencing activities in accordance with its:
  - i. Benchmarking Policy and Procedures
  - ii. Admission Policies
  - iii. Course Development, Review and Approval Policy
  - iv. Quality Assurance Framework

### **Benchmarking focus areas**

- i. The following focus areas that can be considered but are not limited to:**

- i. New Course Development**

- Course Design (credits, study mode, course learning outcomes)
- Admissions criteria
- Units content
- Unit learning outcomes
- Assessment tasks

- ii. Existing Course Review**

- Units content
- Unit learning outcomes
- Assessment tasks
- Admission criteria
- Students performance
- Progression and completion rates

- iii. Student performance**

- Attrition and retention rates
- Progress rates
- Completion rates
- Grade distributions
- Academic Integrity
- Student satisfaction
- Graduate success

**iv. Teaching**

- Staff to student ratios
- Staff qualifications and experience
- Staff and student satisfaction

**v. Graduate outcomes**

- Course design
- Peer review
- Graduate and employer satisfaction
- Graduate destinations

**vi. Research**

- Publications
- Scholarly activity

**Types of Benchmarking**

**A. Internal review**

Rigorous internal desktop review is used for a range of elements of its operations like:

- Learning courses
- Teaching courses
- Students performances outcomes
- Course performance outcomes
- Admission criteria

**B. External partners**

- i. The college has a selected range of PNG and International benchmarking partners that;
  - Have a commitment to quality improvement and a **willing to share**
  - Demonstrate a record of good performance in the areas to be benchmarked
  - Have similar disciplined mix
- ii. It has MoU with some and less of formal arrangements with others

**Reviewing and Implementing Outcomes**

**A.** Benchmarking findings and corrective plans will be reflected in relevant in the committee reports.

**B.** The following steps are recommended actions to be taken once benchmarking information has been collected.

- i. Identify areas of good practice and those that require attention
- ii. Analyse reasons for any variation or commonality and address underlying reasons
- iii. Formulate improvement strategies
- iv. Report results and actions taken to appropriate department head or governing body including the Academic committee / Program Review Committee as part of course review processes

- v. Review the outcomes of improvement strategies and share progress reports with the relevant department head or governing body

### **Reporting and Record Management**

IBT College requires benchmarking outcomes to be reported, recorded, shared appropriately and stored in Cloud drive.

### **Procedure**

#### **Approval of Benchmarking Projects**

Benchmarking of any given course and academic operations shall be approved by the Governing Council  
Benchmarking for non-academic operations shall be approved by the Chief Strategy Officer

#### **Improvements**

Recommendations arising from benchmarking activities will be carefully considered for implementation by the relevant Governing Council and Committees as part of ongoing review and improvement cycle

#### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

# SECTION 9–FACILITIES & CAMPUS MANAGEMENT



## 9.1. Safety Equipment Policy And Procedures

### **Purpose**

The purpose of this policy is to establish guidelines for the use of safety equipment to protect employees from workplace hazards and prevent injuries.

### **Policy**

A safety equipment use policy outlines the rules and regulations for the use of protective equipment to ensure the safety of employees in the workplace. The policy should cover the types of equipment required, who is responsible for providing the equipment, and how to properly use and maintain it.

For the general purpose of safety equipment, this policy shall apply:

### **Scope**

This policy applies to all security guards, hired contractors, and tenant at the compound and visitors who may be exposed to workplace hazards that require the use of safety equipment.

### **Safety Equipment**

The types of safety equipment required for each job task will be determined by the employer's risk assessment.

Examples of safety equipment include but are not limited to:

- 1) Eye protection (safety glasses, goggles, face shields)
- 2) Head protection (hard hats)
- 3) Respiratory protection (masks, respirators)
- 4) Hearing protection (earplugs, earmuffs)
- 5) Hand protection (gloves)
- 6) Foot protection (boots).

### **Responsibility for Providing Safety Equipment**

The employer is responsible for providing appropriate safety equipment to employees and ensuring that it is in good condition and properly maintained. Employees are responsible for using safety equipment as required and reporting any damaged or faulty equipment to their supervisor.

**Proper Use of Safety Equipment**

Employees must use safety equipment in accordance with the manufacturer's instructions and any training provided by the employer. Employees should inspect safety equipment before each use and immediately report any damage or defects to their supervisor.

**Maintenance and Replacement of Safety Equipment**

The employer will establish a schedule for regular maintenance, inspection, and replacement of safety equipment. Employees should report any issues with safety equipment to their supervisor immediately.

**Enforcement**

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.

**Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 9.2 Safety And Security Policy And Procedures

### Purpose and Scope

The International Business & Technical College (IBT College) recognizes the critical importance of safeguarding the safety and security of our personnel, facilities, and assets. As an institution committed to providing high-quality IT job training and education, we understand the significance of maintaining a secure environment conducive to learning, innovation, and personal development.

### Objectives

**The primary objectives of this security policy are as follows:**

1. To ensure the safety and well-being of all individuals within the IBT College campus.
2. To protect the integrity, confidentiality, and availability of sensitive data and information related to our training programs and operations.
3. To establish a framework for the effective management of security measures and the response to security incidents.
4. To promote a culture of security awareness and compliance among IBT College staff, students, and visitors.

### Scope

**This security policy applies to all aspects of security within the International Business & Technical College campus, including but not limited to:**

1. Physical security measures, access control, and surveillance.
2. Information security, data protection, and access management.
3. Network security, including the management of firewalls and intrusion detection systems.
4. Security training and awareness programs.
5. Incident reporting and emergency response procedures.
6. Compliance with local, state, and federal regulations and standards pertaining to security.

### Security Team Responsibilities

- 1) The security team, comprising four static guards, is responsible for the continuous monitoring and protection of the campus 24 hours a day, 7 days a week.
- 2) Regular patrols are mandatory for the security guards, conducted both during the day and night. These patrols must occur with a minimum frequency of once every two weeks to ensure comprehensive coverage of the campus.
- 3) All security personnel are required to undergo thorough training, including but not limited to basic security procedures, emergency response protocols, and effective communication techniques. This training should be completed annually to stay up-to-date with the latest security practices.

- 4) Maintaining a high level of vigilance is crucial for the security team. Guards are expected to promptly report any suspicious activities, security breaches, or incidents to their immediate supervisor or the designated security authority.

## **Security Procedures**

- **Access Control**

- 1) Guards are responsible for verifying the identity of individuals attempting to enter the campus and ensuring they have proper authorization.
- 2) Students must always wear the Student Identification Card when entering IBT College premises.
- 3) Staff must always wear the Staff Identification Card when moving around the premises.
- 4) Guards have the right to ask question of visitors coming into the premises.
- 5) Guards must provide a Visitors Logbook when entering IBT College premises.

- **Sign-In and Sign-Out Procedures**

- 1) All individuals entering or exiting the IBT College campus, including visitors, staff, and students, are required to adhere to sign-in and sign-out procedures.
- 2) Sign-in and sign-out procedures should be conducted at the main entrance of the campus.
- 3) Individuals may be required to provide identification when requested by security personnel.

- **Visitor Escort Policy**

- 1) Visitors to the IBT College campus, including guests, vendors, and contractors, must be escorted by authorized personnel while on campus.
- 2) Escorting of visitors is essential to ensure that they remain within authorized areas and do not pose security risks.
- 3) Security personnel and designated escorts should be readily available to provide assistance and guidance to visitors as needed.

- **Patrols**

- 1) Day and night patrols should cover all areas of the campus, including parking lots, entrances, and secluded spaces.
- 2) During patrols, guards should check for unlocked doors, tampered locks, or any signs of unauthorized entry.

- **Emergency Response**

- 1) Security personnel should be trained to respond to various emergencies, including fires, medical incidents, and security breaches, following established protocols.
- 2) Guards should know the location of emergency exits, first-aid kits, and fire extinguishers.

- **Communication**

- 1) Guards must maintain open and clear communication channels with each other and with central security control at all times.
- 2) Effective communication is vital for coordinated responses to security incidents and ensuring the safety of all personnel within the IBT College campus.

- **Reporting to Security Supervisor**

- 1) Guards are required to report all security-related matters and incidents to the security supervisor..
- 2) The supervisor serves as the designated point of contact for all security concerns, and his contact information should be readily accessible to all security personnel.

- **Equipment Checks**

- 1) Communication equipment, such as two-way radios or smartphones, should be an integral part of the security team's standard gear.
- 2) Guards must regularly check the functionality of their communication equipment before the commencement of each shift and as needed during their patrols.
- 3) Any malfunction or issue with communication devices should be promptly reported to the security supervisor.

- **Battery Status**

- 1) Guards should perform routine checks on communication device batteries to ensure they are adequately charged.
- 2) Any instances of battery defaults, low battery levels, or equipment that is not functioning due to battery issues should be reported to the security supervisor, immediately.

## Penalties

Penalties for security team members may include the following, depending on the severity and frequency of violations:

Offenses	1 <sup>st</sup> offense	2 <sup>nd</sup> offense	3 <sup>rd</sup> offense	4 <sup>th</sup> offenses
Minor	Verbal warning			
Serious / Repeated infractions		Written warning		
Breaches or misconduct			Suspension	
Repeated an Severe violations				Termination

## Legal Consequences

In cases of criminal activity or severe breaches of security leading to substantial harm, legal actions may be pursued in addition to employment-related penalties.

## Practices

- **Emergency Response**

- 1) The security team is responsible for coordinating emergency responses, including evacuations and medical assistance, when necessary.
- 2) Emergency contact information, including local law enforcement and medical services, shall be readily accessible to security personnel.
- 3) Regular emergency drills and training sessions shall be conducted to ensure preparedness.

- **Cooperation with Local Authorities:**

- 1) IBT College shall cooperate fully with local law enforcement and emergency services in the event of any security-related incident.
- 2) The security team shall assist law enforcement personnel as required during investigations.

## Compliance

- 1) All IBT College staff and students are expected to comply with this security policy.
- 2) Non-compliance with security policies and procedures may result in disciplinary action.

## Review and Update

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

### 9.3. Security To Monitor And Check – Main Gate

#### Purpose

The purpose of this policy is to strengthen campus gate control to prevent unauthorized access and enhance security measures in response to recent theft incidents.

#### Scope

This policy applies to all staff, students, and visitors entering the IBT College campus premises.

#### Policy

- **Guard Responsibilities**
  - i. Guards are responsible for monitoring and screening individuals entering the campus.
  - ii. Guards should focus on screening individuals and not simply opening the gate.
  - iii. Guards are required to recognize the faces of students and staff to ensure unauthorized individuals are not granted access.
- **Visitor Protocol:**

Guards must question individuals who are not recognized as students or staff, including:
- **Greeting the individual**
  - i. Inquiring about the purpose of their visit
  - ii. Providing directions as needed
  - iii. Confirming the individual's business upon exit
- **Gate Closure**

The gate should be locked after 5:00 pm to prevent unauthorized access.
- **Visitor Identification:**

No visitor is allowed to enter the premises without proper identification and permission.

#### Procedures and Guidelines

- i. Guards should focus on monitoring and screening individuals entering the campus.
- ii. Guards should recognize the faces of students and staff to prevent unauthorized access.
- iii. Visitors should be questioned and guided as per the visitor protocol.
- iv. The gate should be locked after 5:00 pm.
- v. Visitors should not be allowed to enter without proper identification and permission.

#### Consequences

Failure to comply with this policy may result in disciplinary action, including termination for staff and expulsion for students.

#### Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 9.4. IBT Compound Security Policy And Procedures

### Purpose

The purpose of this policy is to establish security procedures to maintain a safe environment within the compound.

### Scope

This policy applies to all individuals entering and exiting the compound, including staff, students, visitors, and vehicles.

### Policy

- **Vehicle Entry**
  - a) Security must request drivers to state their reason for entering the compound.
  - b) Visitor vehicles must have their registration numbers recorded.
  - c) Students with ID cards can enter freely, while those without ID cards or clients must state their reason for entering.
- **Compound Usage**

The small space outside the gate is designated for vehicle turning, not for parking or as a playground. Security must keep the area clear.
- **Gate Locks**
  - a) The main and walking gates must remain locked after 5:00 pm.
  - b) Any individuals intending to enter after 5:00 pm must obtain permission, and visitors can only enter with permission.
- **Security Dog**
  - a) The security dog may be unchained after 5:00 pm.
  - b) Security must inform inside to take control of the dog before allowing staff or visitors to enter after hours.
  - c) The dog may roam freely between 5:00 pm and 11:00 pm, and security must remain vigilant.
- **Patrols**
  - a) Security must patrol frequently, especially when the dog is barking.
  - b) Night patrols can begin after 11:00 pm.

### Procedures and Guidelines

- 1) Security personnel must separate into day and night shifts.
- 2) All security personnel must be trained and understand their duties and rules.
- 3) New security personnel must read and study this policy before starting duty.



**Consequences**

Failure to comply with these security procedures may result in disciplinary action, including warnings or termination, depending on the severity and frequency of the violation.

**Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 9.5. Environmental Policy And Procedures

### Introduction

International Business & Technical College is committed to protecting the environment and reducing the environmental impact of our operations. We believe that our business has a responsibility to promote sustainable practices and minimize our environmental footprint. This policy outlines our commitment to environmental stewardship and provides a framework for our environmental management practices.

### Policy Statement

International Business & Technical College is committed to:

1. Complying with all applicable environmental laws, regulations, and standards.
2. Continually improving our environmental performance by setting and achieving measurable goals and targets.
3. Reducing our environmental footprint through the efficient use of resources, waste reduction, and pollution prevention.
4. Promoting sustainable practices throughout our operations, including procurement, transportation, and energy use.
5. Encouraging and supporting our employees, suppliers, and customers to adopt sustainable practices.

### Scope

This policy applies to all activities and operations of International Business & Technical College, including but not limited to:

- 1) Office operations and facilities management.
- 2) Product design and development
- 3) Transportation and logistics.

### Objectives

The objectives of this policy are to:

- 1) Protect the environment and prevent pollution.
- 2) Reduce our environmental footprint and promote sustainable practices.
- 3) Comply with applicable environmental laws, regulations, and standards.
- 4) Engage our employees, suppliers, and customers in promoting sustainable practices.
- 5) Continuously improve our environmental performance

## **Environmental**

Management Practices IBT College will implement the following environmental management practices:

- 1) We will implement energy-efficient practices and technologies to reduce our energy consumption, such as using energy-efficient lighting and equipment, and encouraging the use of renewable energy sources.
- 2) We will implement water-efficient practices and technologies to reduce our water consumption, such as implementing water-efficient fixtures, and reducing water waste.
- 3) We will implement waste reduction practices and technologies to minimize our waste generation, such as reducing paper usage, recycling, and composting.
- 4) We will implement pollution prevention practices and technologies to prevent environmental contamination, such as implementing spill prevention and response plans, properly disposing of hazardous materials, and reducing emissions.
- 5) We will implement sustainable procurement practices to ensure that our suppliers and contractors share our commitment to environmental stewardship and promote sustainable practices throughout our supply chain.
- 6) We will engage our employees in promoting sustainable practices by providing education and training, encouraging participation in environmental initiatives, and recognizing and rewarding sustainable behavior.
- 7) We will measure, monitor, and report on our environmental performance and establish measurable goals and targets for continuous improvement.

## **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 9.6. Employee Accommodation Policy And Procedures

### Introduction

An employee accommodation policy is a set of guidelines and rules that outline how an employer provides and manages accommodations for employees, such as housing or living arrangements. The policy aims to ensure that employees are provided with appropriate accommodations, that they are treated fairly, and that the property is maintained in good condition.

### Scope

To reward to those staff that have shown their loyalty to the company, working hard and honestly, the management will provide accommodation, for the staff convenient for their tireless effort to the organisation.

The staffs accept the accommodation privilege must act in the best interest of the organisation and use the facilities with honesty and integrity. While residing in the compound you will be take on other tasks or maintenance without payment as part of your responsible task.

Others (tenant) who wish to use IBT College accommodation must comply and adhere to the policy. This policy outlines and conditions and procedure set below.

### Staff & Faculty accommodation

#### Eligibility

- 1) Long-service staff members
- 2) Senior staff members
- 3) Staff/faculty working or traveling out of the city or province
- 4) Staff/faculty who have provided distinguished services to the College, as recognized by the administration

#### Payment

Employees may be required to pay for some or all of the costs associated with their accommodations. The payment schedule and amount will be communicated to employees in advance through a separate arrangement by the Management for the employee.

**Payment for the accommodation must be paid in full in advance unless other arrangements are made with management.**

**A bond fee will apply, and the company will deduct from the bond if:**

- 1) Remove any items that belong to IBT College.
- 2) Damage any equipment or the premises.
- 3) Breach the policy that causes a loss to IBT College.
- 4) Fail to fulfill responsibilities that cause extra work and time for IBT College cleaners or maintenance team.

- 5) Fail to comply with safety and security measures outlined by IBT College for the accommodation.
- 6) Use the accommodation for unauthorized commercial or personal purposes.
- 7) Sublet or allow unauthorized individuals to occupy the accommodation.
- 8) Fail to notify management promptly of any damages or issues with the accommodation.

### **Sharing the Cost of Power and Water Usage**

Staff residing in the compound must share the cost of power and water bills. The sharing amount will be addressed in a separate arrangement agreed upon by all staff on board.

### **Compliance**

- 1) When leaving the accommodation, turn off the lights.
- 2) Switch off the lights during the daytime.
- 3) Lights must be off during sleeping hours.
- 4) Tenants must conserve water, report, or fix any water leakages immediately.

### **Consequences**

Failure to comply with the above conditions may result

- i. Paying a penalty fee of K10.00 for each case found.

### **Conduct**

- 1) Employees must behave respectfully and professionally while using employer-provided accommodations.
- 2) Disruptive behavior, such as noise disturbances or harassment that affects the peace or safety of others will not be tolerated.

### **Consume of Alcohol**

- 1) Alcohol is strictly prohibited on the premises at all times.
- 2) Any staff or tenant found drinking alcohol in the compound or reported by the guard for alcohol-related behavior will be fined K100.

### **Quiet Hours**

- 1) No loud music is allowed anywhere in the compound.
- 2) Conversations should be kept at a volume that does not disturb others.
- 3) Tenants who disturb others with noise or arguments may receive a warning, a penalty, or may be asked to vacate the premises.

### **Damage and Loss**

- 1) Employees are responsible for any damage or loss to the property or facilities during their stay.
- 2) The employer may charge employees for repairs or replacements as needed.

## **Damage to Equipment**

- 1) Staff/Tenants must report any malfunctioning equipment to management immediately.
- 2) If damage is caused by a staff/tenant's mistake or careless use, that staff/ tenant is responsible for the cost of replacement.
- 3) If there are disputes among multiple staff/tenants regarding the cause of the damage, the cost will be shared among them.
- 4) If management identifies damage to equipment, the cost of replacement will be shared by all staff/ tenants in the building.

## **Loss of Accommodation Key(s)**

### **Consequences**

- 1) If you lose the key, a penalty of K50 will be charged for the re-issuance of a new set of keys.
- 2) If you lose the key and the lock to the accommodation needs to be changed, a penalty fee of K300 will be charged.

## **Smoking and use of Illegal Substance**

Smoking and the use of illegal substances are not permitted in employer-provided accommodations. Employees who violate this policy may be subject to disciplinary action.

## **Pets**

Pets are not allowed in employer-provided accommodations, unless specifically allowed by the employer.

## **Emergency Procedures**

Employees must follow the emergency procedures set by the employer, including evacuation procedures and reporting any emergencies to the appropriate person immediately.

## **Other Conditions**

### **xii. Security**

IBT College provide security guards at gate but is not safety guarantee. Tenants will take their own responsibility to their belongings within the premise. And do not keep or leave any valuable items in the compound.

### **xiii. Cleaning Responsibility:**

- i. Staff/faculty are responsible for keeping the living area, including the outside, clean at all times.
- ii. IBT College management may conduct inspections at any time.
- iii. Continued disregard for cleaning standards may lead to eviction.

- i. It is recommended that tenants conduct general cleaning every morning before going to the office and create a timetable for cleaning shifts if multiple people live in the accommodation.
- ii. Tenants are required to participate in a regular cleaning yard every Sunday from 8:00 am to 10:00 am.
- i. A regular cleaning yard is set to be conducted each Sunday from 8:00am to 10:00am, is tenant responsibility to participate this activity.
- xiv. No Visitor allowed**
  - i. Strictly no entry of visitor from outside is allowed in the compound at any time.
  - ii. Strictly no other people or relatives allow staying overnight.
- xv. Consequence for Breach**
  - i. A penalty will apply for breaching this policy.
  - ii. Staff/faculty may be asked to vacate the accommodation.
  - iii. If damages are found, salary deduction for a number of fortnights may be imposed, and accommodation will not be provided.
- xvi. Absent from the compound**

Tenant need inform the supervisor of the build if you are not sleeping in the compound
- xvii. Allowable Days**

The maximum of absence is 3 days, if more than 3 days, you need to write the reason to the management and get special permission before your absence.
- xviii. After-Work-Hours**
  - i. Staff requiring to work after hours in the office must obtain prior approval.
  - ii. Only IBT College business-related activities are permitted.
  - iii. A brief report must be submitted after completing the work.
  - iv. Please note that any overtime spent will not be counted or added to your fortnightly pay.
  - v. Limited numbers of staff are allowed for after-hours work.
- xix. Video Surveillance Notice**

Please be aware that, apart from your living area, most of the compound is monitored by a video surveillance system.

The premises is also monitored by security guards with the assistance of guard dogs.

## **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices..

## 9.7. Vehicle Policy

### Introduction

International Business & Technical College recognizes that the use of motor vehicles can be an essential part of conducting business activities, but also poses risks to employees and the organization.

The purpose of this policy is to establish guidelines and procedures for the safe and appropriate use of vehicles by employees of International Business & Technical College.

### Policy Statement

The purpose of this policy is to promote safe and responsible driving practices, reduce the risk of accidents and injuries, and ensure compliance with applicable laws and regulations related to the use of motor vehicles.

### Scope

This policy applies to all employees of International Business & Technical College, regardless of their position or level within the organization, who operate motor vehicles in the course of their employment.

### Objectives

The objectives of this policy are to:

1. Promote safe and responsible driving practices among employees.
2. Minimize the risk of accidents and injuries related to the use of motor vehicles.
3. Ensure compliance with applicable laws and regulations related to the use of motor vehicles.
4. Protect the organization from liability related to the use of motor vehicles.

### Responsibilities

- 1) Employees who operate IBT college vehicles in the course of their employment are responsible for complying with the guidelines and procedures outlined in this policy, as well as all applicable laws and regulations related to the use of motor vehicles.
- 2) Managers and supervisors are responsible for ensuring that their employees are aware of and comply with this policy, and for monitoring compliance within their teams.
- 3) Human Resources are responsible for overseeing compliance with this policy across the organization, and for providing guidance and support to managers and employees as needed.

### Guidelines and Procedures

#### xx. Driver Qualification

- i. Employees who operate vehicles in the course of their employment must possess a valid driver's license for the class of vehicle they are driving, and must have a good driving record.



- ii. Employees who operate motor vehicles as a significant part of their job duties may be required to provide evidence of appropriate training or certification.
- iii. Employees must inform their manager or supervisor immediately if their driver's license is suspended or revoked.

#### **Vehicle Maintenance and Inspection**

- i. Vehicles owned or leased by International Business & Technical College must be maintained in accordance with the manufacturer's recommended schedule and kept in a safe and roadworthy condition.
- ii. Employees must inspect vehicles before and after each use, and report any defects or issues to their manager or supervisor.
- iii. Any vehicle defects or issues must be addressed promptly and documented appropriately.

#### **Vehicle Use**

- i. Employees must use motor vehicles for business purposes only, and must comply with all applicable laws and regulations related to the use of motor vehicles.
- ii. Employees must not use motor vehicles for personal use, unless authorized to do so by their manager or supervisor.
- iii. Employees must not use their personal vehicle for business purposes, unless authorized to do so by their manager or supervisor and reimbursed in accordance with the organization's policies and procedures.
- iv. Employees must use seat belts and other safety equipment provided in the vehicle at all times.

#### **Accident Reporting**

- i. Employees involved in a motor vehicle accident while conducting business activities must report the accident to their manager or supervisor as soon as possible, and in any case within 24 hours.
- ii. Employees must complete an incident report form, providing all relevant details about the accident and any injuries or damage.
- iii. Employees must cooperate fully with any investigations related to the accident.

#### **Insurance**

- i. International Business & Technical College provides insurance coverage for all vehicles owned or leased by the organization, as well as for employees who operate their personal vehicles for business purposes with appropriate authorization.
- ii. Employees must report any accidents or incidents that may result in a claim to their manager or supervisor immediately.

#### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 9.8 Electricity and Water Consumption Policy and Procedures

### Purpose

To minimize the unnecessary consumption of electricity and water, effectively cutting costs, and promoting environmental sustainability within the office.

### Scope

This policy applies to all staff members, including administration, faculty member and Janitors.

### Policy

#### Air Condition

- 1) Air condition in classrooms should be turned on only 10 minutes before the class starts and turned off immediately after the class ends.
- 2) Administration staff are responsible for patrolling classrooms to ensure compliance.
- 3) In case of failure, the staff member on duty will be held accountable, even if absent.

#### Classroom & Computer Lab Lights

- 1) Classroom Lights in A1, A4, A5, C1, J1, E4 rooms must be turned off during the daytime, regardless of occupancy.
- 2) Other classroom should only have lights ON when there is a session.
- 3) The administration staff responsible for air condition supervision will also monitor the lights.

#### Water Usage Staff and Students

- 1) Janitor's staff must ensure water-saving practices during cleaning and cooking.
- 2) They are responsible for stopping any staff or students from wasting water.
- 3) Any leaks or damage must be reported to Logistic Officer / Director of Administration immediately.
- 4) The Logistic officer / Director of Administration is responsible for inspecting outside pipes and taps regularly and addressing any faults promptly.

#### Communication

- 1) Effective communication among all staff is essential for the successful implementation of this policy.
- 2) Staff are encouraged to report failures and provide suggestions for improvement.

### Procedures and Guidelines

- 1) Air condition should be monitored and turned on/off as per the policy.
- 2) Lights in specified rooms should be switched off during the daytime.
- 3) Water-saving practices should be followed during cleaning and cooking.
- 4) Reporting procedures for leaks or damage should be followed promptly.

5) Communication among staff should be proactive and supportive.

**Consequences**

Failure to comply with this policy or being responsible for wastage will result in penalties, including the removal of related allowances for that payday.

**Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

# SECTION 10 – RESEARCH POLICIES

## 10.1. Freedom And Free Intellectual Inquiry Policy

### Purpose

This policy articulates IBT College commitment to the protection and promotion of academic freedom and free intellectual inquiry within the College as a paramount value. As an Institute of Higher Education within the DHERST, IBT College ensures an institutional environment in which freedom of intellectual inquiry is upheld and protected and that diversity of thought is fostered and encouraged. IBT College ensures that all staff and students understand the responsibilities that accompany freedom of expression and inquiry with a higher education setting.

*In doing so, IBT College is committed to providing an environment that:*

- 1) preserves, defends and promotes the right to freedom for all staff and students without disadvantage;
- 2) encourages, supports and fosters free intellectual inquiry in teaching and learning, scholarly activities and research across the college;
- 3) observes the responsibilities that accompany freedom and free intellectual inquiry, including integrity, diversity and equity;
- 4) ensures that freedom is not further restricted other than by the restrictions imposed by law.

### Scope

This policy applies across the College, all students and staff, visitors and campuses. The protection of academic freedom and free intellectual inquiry and the responsibilities associated with these rights apply to everyone in the IBT College community.

### Policy Principles

- 1) IBT College ensures that all higher education courses engage with advanced knowledge and inquiry, which is student-focused, informed by current and relevant scholarship and research, and which promotes intellectual inquiry, critical thinking and creative reasoning
- 2) IBT college ensures that it has the appropriate resources including staffing profile and learning resources required to lead students in intellectual inquiry and scholarly activities suited to the discipline, level and expected outcomes of its higher education offerings.
- 3) IBT College ensures that there are policies that promote and uphold the and research integrity and that all students and staff are providing ongoing information and educative opportunities to prevent misconduct and foster the application of high standards across the College.
- 4) IBT College will provide students with a learning environment that motivates and supports positive and analytical discourse.
- 5) IBT College ensures that all staff and students have accessible information setting out rights and responsibilities when exercising freedom and free intellectual inquiry. This includes the right to

exercise freedom of expression without disadvantage or less favourable treatment by the College as a result.

- 6) All discourse, commentary and activity in pursuit of free intellectual inquiry should be undertaken reasonably and in good faith and with an understanding of the responsibilities that accompany these rights.

### **Rights and Responsibilities when Exercising Freedom**

- 1) The right to freedom and free intellectual inquiry come with responsibilities. All staff and students must therefore ensure that they approach all issues in a balanced, open, fair and rigorous manner in line with and research ethics where relevant, and the College's code of conduct for staff and students.
- 2) The right to free intellectual inquiry and freedom does not extend to staff expressing views on topics other than those within their sphere of expertise when identifying themselves as being staff members of the College. Accordingly, members of staff will not link or represent comments or opinions to the College when speaking, writing or otherwise communicating on matters not within the province of their expertise.
- 3) As scholars, staff must remember that their special position in the community imposes specific obligations. They should note that the public may judge their profession and their institution by their statements. Accordingly, they should at all times be accurate, exercise appropriate restraint, acknowledge the opinions of others, and should make every effort to indicate that they are not speaking on behalf of IBT College unless authorised to do so.
- 4) If a student or staff member acts in a manner clearly contrary to the principles articulated above, he or she may be in breach of the Codes of Conduct and may subject to disciplinary action. All decisions made can be appealed as set out in the Student Grievance and Mediation Policy and Procedures and Staff Grievance Policy and Procedures.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 10.2. Integrity Policy And Procedures

### Purpose and Score

- 1) As a registered institute of higher education, IBT is committed to upholding and protecting the integrity of its higher education operations by providing clear information to students and staff and implementing educative strategies.
- 2) This Policy promotes integrity; defines the actions that constitute a breach of integrity i.e. cheating and plagiarism; and, describes the College's processes for investigating and hearing allegations of cheating and plagiarism. It also describes the penalties that will apply, where allegations are proven.
- 3) This Policy applies to all students enrolled at the IBT College.

### Principles

- 1) IBT College is committed to high standards and expects students to understand and respect principles of integrity.
- 2) All work submitted for assessment at IBT College must be the independent work of the student.
- 3) IBT College will take appropriate steps to detect plagiarism including the use of electronic plagiarism detection tools.
- 4) IBT College provides students with information about what constitutes a breach of integrity and provides educative strategies to combat cheating and plagiarism.
- 5) IBT College acknowledges that not all integrity breaches are the same and not all will result in the same outcomes or penalties.
- 6) IBT College will deal with cases of misconduct and plagiarism consistently and fairly. In responding to allegations of cheating and/or plagiarism, IBT College will observe the following values of procedural fairness:
  - i. Students are presumed to be innocent unless they admit to misconduct, or evidence is found or observed of misconduct;
  - ii. Students will be given the opportunity to respond to allegations of misconduct and will be entitled to bring support persons to any formal meeting;
  - iii. A previous instance of misconduct will be taken into account in investigating an allegation, and the student has been provided with a formal warning or penalty; and
  - iv. When a student is determined to have committed misconduct, the determination and penalty will be recorded on the student's record.

## Plagiarism And Other Forms Of Misconduct

- a) Plagiarism occurs when the work of another is represented, intentionally or unintentionally, as one's own work, without appropriate acknowledgement of the author or the source. This category of misconduct includes but is not limited to the following:
- i. Collusion – where a piece of work prepared by working closely with one or more individuals or in a group is represented as if it were the student's own, this includes:
    - Writing the piece of work together
    - Determining the method or approach to question and answers or completed assessment tasks
    - Sharing exam preparatory materials before an exam and then copying verbatim these materials when answering exam question(s).
  - ii. Acquiring or commissioning a piece of work, which is not the student's own and representing it as if it were, by:
    - Purchasing a paper/essay from a commercial service, including internet sites, whether pre-written or specially prepared for the student concerned or
    - Submitting a paper written by another person, either a fellow student or a person who is not a student at IBT college
    - Using an AI text generator, without appropriate attribution, and the use of file sharing sites.

### **Other forms of misconduct include, but not limited to:**

- i. Submitting one piece of work for more than one assignment or for more than one class
- ii. Helping or attempting to help another student to cheat including:
  - Doing work for another student
  - Designing or producing a project for another student
  - Providing answers during an exam, test or quiz including by mobile phone
  - Providing a student with an advance copy of a test
  - Leaving relevant materials behind at the exam site
  - Giving exams / other forms of assessments from outside the exam hall



- i. Altering the outcome of results
- ii. Acting dishonestly or improperly in assessment tasks and/or examinations
- iii. Cheating in examinations
- iv. Falsification of or distorting data
- v. Attending classes or exams on behalf of someone else or asking someone to attend a class or take an exam instead of the enrolled student, and
- vi. viii. Interfering with the work of others, such as sabotaging laboratory experiments, research or digital files, giving misleading information, or disrupting class activities.

### **Identification Of Breaches Of Integrity**

- 1) Consideration of intent will be given to each allegation of misconduct, i.e. whether it was due to carelessness or was unintentional (minor breach) or whether it was an act of deliberate dishonesty or intentional (serious breach). Serious breaches will be dealt with formally by a well-trained investigative and decision-making committee.
- 2) If a person believes that misconduct has occurred, they must report the alleged breach of integrity to the relevant Principal / Course Director.

### **Managing Breaches Of Integrity**

- 1) Students are provided with information on the above constituents of misconduct during orientation by staff including an overview of the e-learning system (whiteboard) and its detection mechanisms for plagiarism. Students will also receive training on the various components of what constitutes plagiarism as defined above.
- 2) To emphasize the importance and gravity of any instances of misconduct or plagiarism, students must sign an “Code of Conduct Pledge” during orientation and prior to each term and examination.
- 3) When a Director Academic receives a report of alleged misconduct, they have 3 working days in which to make a preliminary investigation. The Director Academic must determine whether to handle the complaint in consultation with the Director of Examinations (DoE) (minor breach) or refer it to an ad hoc investigative committee (members to be decided by the –, Chair – A College Committee,– Administration/ Registrar) depending on the gravity of the alleged misconduct (serious breach).
- 4) If the Director Academic and DoE determine to handle the case, the student/s involved must be advised in writing about the general nature of the complaint. The student will be provided with an opportunity to respond to the allegation in writing. The student may be required to meet with the Director Academic to discuss the case face to face. The penalty decision will be taken accordingly by the Director Academic in consultation with DoE and communicated to student/s

within 14 days. In exceptional circumstances and only with the concurrence of the Committee (AC), the investigation may be extended for a further finite period of time.

- 5) If the case is forwarded to an ad hoc committee, before the committee begins its inquiry, the student involved must be advised in writing within three working days about the general nature of the complaint. The student will be provided with an opportunity to formally respond to the allegation in writing. A decision on the allegation should normally be conveyed to the student/s in writing within two weeks of the complaint being lodged. In exceptional circumstances and only with the concurrence of the Examinations committee the investigation may be extended for a further finite period of time.
- 6) All staff and students will be informed about the de-identified outcomes of investigations into serious breaches of integrity by email. g. Breaches of integrity will be monitored by the College.

### **Procedural fairness**

A student is entitled to procedural fairness in the handling of an allegation of misconduct, including during any appeal proceedings. An allegation of misconduct must specify each individual act of alleged misconduct in writing. A student about whom misconduct is alleged shall be given a reasonable opportunity to prepare a defence, and to call witnesses or other evidence in his/her defence. An independent person with no conflict of interest, and who can consider the matter objectively, shall evaluate the allegation after hearing evidence and examining any exhibits available.

### **Penalties**

#### **A. PENALTIES MAY INCLUDE:**

- 1) a request to resubmit the specific task
- 2) a zero mark for any part of the assessment for a subject
- 3) a requirement to complete an alternative additional assessment for the subject
- 4) a fail grade
- 5) withholding results and/or transcript for a specified period
- 6) suspension from a course for up to twelve (12) months
- 7) revocation of a recommendation that a student has satisfied all requirements for an award viii. revocation of an award conferred by the College
- 8) expulsion

## **B. WARNINGS AND OFFENCES**

- 1) The first offence in continual assessment (does not apply to final exams) will usually draw penalties from 1-3 with a stern warning and may be decided by the faculty. The faculty will need to inform the Course Director/ Principal, Registrar's office which will issue the warning letter.
- 2) Second offence would draw penalties from 4 to 8 depending on the nature of the offence and will be decided by the Director Academic, /Registrar in consultation with faculty. The Registrar's office will issue a final warning letter or termination letter as appropriate attaching the first offence letter
- 3) A third offence will lead to revocation of an award conferred by the College and expulsion and the Registrar's office will issue the expulsion letter attaching the first and second offence letters.

### **Appeals Process**

- a. All decisions made by the College in relation to integrity issues can be appealed through the processes set out under grievance in the Student Grievance and Mediation Policy and Procedures.
- b. As noted in the Student Grievance and Mediation Policy and Procedures:
  - i. If the student is dissatisfied with the outcome of the mediation they may appeal the decision by requesting an external independent arbiter. The student must access the external independent arbitrator appointed by the Academic Committee within 30 days of receipt of the decision.
  - ii. Any external independent arbitrator arrangements identified by the College will be at no cost or at a reasonable cost to students, and will be applied consistently, fairly and without reprisal. Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 10.3. Intellectual Property Policy And Procedures

### Introduction

International Business & Technical College recognizes the value of intellectual property and is committed to protecting the intellectual property rights of its faculty, staff, students, and the institution as a whole. This policy outlines the procedures for the management and protection of intellectual property created by individuals or groups associated with the institution.

### Definitions

- **Intellectual Property**

Intellectual property includes patents, copyrights, trademarks, trade secrets, and any other intangible property rights that arise from creative works, inventions, and innovations.

- **Creator**

The creator is the individual or group responsible for creating the intellectual property.

### Ownership of Intellectual Property

- 1) International Business & Technical College recognizes the creator's right to own and control the intellectual property they create.
- 2) In cases where the intellectual property was created within the scope of the creator's employment or with significant use of institution resources, the institution may claim ownership or co-ownership of the intellectual property.
- 3) Any ownership claims by the institution must be clearly defined in a written agreement between the creator and the institution.

### Protection of Intellectual Property

- 1) It is the responsibility of the creator to protect their intellectual property rights and take appropriate measures to prevent infringement or unauthorized use.
- 2) The institution will take necessary steps to protect the intellectual property rights of its faculty, staff, and students, and may provide resources and support for legal protection and commercialization.

### Use of Intellectual Property

- 1) International Business & Technical College recognizes the importance of utilizing intellectual property to benefit the institution and society as a whole.
- 2) Use of intellectual property owned by the institution or its faculty, staff, and students must be authorized through a license agreement or other written agreement.
- 3) The institution may enter into agreements with third parties for the use of intellectual property owned by the institution.

### **Disclosure and Reporting**

- 1) It is the responsibility of the creator to promptly disclose any intellectual property they create to the institution.
- 2) The institution may require disclosure and reporting of intellectual property for compliance and commercialization purposes.
- 3) Any disputes related to ownership or use of intellectual property must be reported to the institution.

### **Enforcement**

- 1) The International Business & Technical College will take necessary legal actions to protect the intellectual property rights of its faculty, staff, and students.
- 2) Violation of this policy may result in disciplinary actions, legal action, or other

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

# SECTION 11 – DISCIPLINE POLICIES

## 11.1. Disciplinary Policy

### Purpose

Ensure ethical and professional behavior among students.

### Scope

Applies to all IBT College students

### Policy

Breaches of conduct are taken seriously, and natural justice is provided through a clear and transparent process.

### Procedures

- 1) The Director Student Service (on behalf of student) will provide written advice of the alleged misconduct and recommend a sanction to the Director Academic.
- 2) The student has five (5) working days to make a representation to the Director Academic.
- 3) Within five (5) working days, the allegation may be amended, dismissed, or a report recommending a penalty is submitted to the Director Academic.
- 4) The Director Academic will either accept the recommendation or direct a different course of action.
- 5) The student will receive a written statement detailing the decision within five (5) working days.
- 6) The student has the right to appeal the decision.

### Guidelines

Information relevant to the case may be shared with the sponsor if serious misconduct is found.

### Consequences

Depending on the severity of the misconduct, the student may face penalties such as

- a) Suspension or
- b) Expulsion.

### Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

## 11.2. Student Appeal Policy

### **Purpose**

Provide a fair process for students to appeal misconduct decisions.

### **Scope**

Applies to students found guilty of misconduct.

### **Policy**

Students have the right to appeal misconduct decisions in writing to the Principal / Director Academic .

### **Procedures**

- 1) A Misconduct Review Committee comprising the Principal, Director Academic, Registrar, and a Head of Department will consider the appeal.
- 2) The student will be notified in writing of the date, time, and venue of the committee meeting.
- 3) The student may be accompanied by a representative, call witnesses, or provide a written submission.
- 4) If the student does not attend or provide a submission, the committee will still assess the matter.
- 5) The committee will advise the student in writing of the decision within two (2) working days.

### **Guidelines**

The decision of the Misconduct Review Committee is final.

### **Consequences**

The student must abide by the decision of the Misconduct Review Committee.

### **Review**

This policy and procedure will be reviewed annually by the Governing Board to ensure its effectiveness and compliance with relevant legislation and best practices.



# **SECTION 12 – Review and Revision Process Policy**

## 12.1. Policy Development and Review

### Purpose

International Business & Technical College (IBTC) policies and related procedures are designed to promote effective governance, consistent management practices, and behavior that aligns with the College's mission and core values.

The purpose of this policy is to establish a framework for the development, approval, review, and rescinding of College policies. This framework provides a coordinated approach to ensure that College policies reflect the institution's mission, vision, and values, and are developed and managed in a systematic and effective manner.

### Scope

This policy applies to the development and maintenance of all International Business & Technical College policies and procedures.

### Policy Statements

1. The College's policy framework ensures compliance with relevant legislation, manages institutional risk, and establishes a consistent and transparent decision-making process.
2. Policies provide clear guidance on the expected behavior of the IBT College community.
3. Policies will undergo regular review to ensure they remain current and effective for all stakeholders.
4. Policies and related procedures will be easily accessible to the IBT College community.

## PROCEDURES

### Roles and Responsibilities

1. The **Governing Council** (Board) approves policies relating to the management, administration and control of the property, revenue, business, and affairs of the College.
2. The **Academic Council** reviews, and in some cases approves, policy-related documents; approves policies as designed in its Terms of Reference; and presents recommendations and other policy related updates to the Governing Council.
3. The **Program Review Committee** performs policy-related duties, recommendations and approvals as designated in its Terms of Reference.
4. **The Responsible Executive:**
  - a. is responsible and accountable for the development, implementation, communication, education, maintenance, and review of new or existing policies within their portfolio.
  - b. approves editorial revisions to policies
  - c. monitors compliance with policies
  - d. develops and executes Implementation Plans

5. Individuals in senior administrative and management positions at International Business & Technical College are responsible for making reasonable efforts to ensure that members of the College community in their respective areas and units are informed of the College's Policies and Procedures that govern their activities.
6. The Office of the Registrar serves as the repository for all College Policies and is responsible for maintaining current and archival records of all policies, procedures, and related documentation.
7. All policies at IBT College will undergo a full review at least every five years to ensure their relevance and effectiveness in meeting the needs of the College community and aligning with the institution's mission and values.

### **Policy Development Process**

8. A request to develop a new policy, review, or modify an existing policy may be initiated by any member of the College community. Such requests may be brought forward as part of the scheduled review process, due to a change in practice or college operations, and/or because of a change in legislation.
9. To request a new policy or modifications to an existing policy, a Policy Request Form must be submitted to the Office of the Registrar. The Registrar will then forward the request to the appropriate Responsible Executive.
10. The Responsible Executive will appoint a Policy Writer (the Writer) who will coordinate the development of a new policy or changes to an existing policy.
11. The Writer will engage in research and initial consultation with relevant stakeholders to identify key issues and concerns and to determine the direction of the policy and procedures.
12. The Writer will present draft policy documents, along with information on the research and consultation process, to the Governing Council for review and approval.

### **Editorial Revisions to an Existing Policy**

1. Editorial revisions may be made to an College policy or procedures provided these revisions do not substantively affect the policy or procedures.
2. Editorial revisions are approved by the Chief Strategy Officer (CSO) at College.
3. For minor revisions, the effective date will not change; however, the revision will be noted in the "Revised" section of the policy, and the details will be stored for archival purposes.
4. Once approved, the revised document(s) will be updated on the IBT College website, and the revision will be communicated to the College community if applicable.

### **Rescinding Policies**

1. A policy may be rescinded when it is no longer effective or needed to establish high-level practices and processes for the College.
2. Requests to rescind a policy are reviewed by the Governing Council.

3. If deemed appropriate to rescind a policy at, it will be presented to the appropriate Council for:
  - a. recommendation to the Governing Council
  - b. approval to rescind the policy, as appropriate.
4. The Governing Council at International Business & Technical College will:
  - a. approve rescinding the policy, where appropriate
  - b. present the recommendation to the Council of Governors for approval.
5. A rescinded policy at will be removed from the external website and saved for archival purposes.

## **Definition**

**Academic Committee:** A group of representatives, mostly from academic areas, assigned to review draft policies and procedures and provide feedback and direction as needed.

**Approval Authority:** The group of individuals responsible for the final approval of a College policy. Approval Authorities are the Council of Governors and the Academic Council, within its jurisdiction.

**Implementation Plan:** An outline of the steps required to operationalize a policy. This may include a communication plan, training schedule and specific timelines for managing the integration of a policy and procedures into the College community.

**Policy:** A document that specifies the formal guidance needed to coordinate and executive activity throughout the College and provides the framework within which the College functions.

**Policy Writer:** An individual or group of subject matter experts assigned by the Responsible Executive to research, consult, develop, and write new policies or review and revise existing policies.

**Procedures:** A clear and concise outline of the operational processes required to perform a task and to establish who is responsible for a required action.

**Responsible Executive:** An employee of the College most knowledgeable about the issues addressed in the policy.

## **Review**

This policy and procedure will be reviewed annually by the Governing Board to ensure its effectiveness and compliance with relevant legislation and best practices.

# **SECTION 13 – Emergency Response and Crisis Management**

## 13.1. Covid 19 Campus Safety Policy

### COVID 19 College Operations

#### Purpose

To mitigate the spread of COVID 19, we must all take individual responsibility by conducting regular health screenings, wearing a face mask, washing hands often, and avoiding touching our face. At any time, the data supports a decline in COVID 19 infections and minimal risks associated with COVID 19 spread, the IBT College Governing Council authorizes the Principal to waive or suspend all or select portions of this policy.

#### Policy

All students, faculty, and staff must adhere to the guidelines outlined in this policy to protect themselves and others from COVID-19.

#### Scope

This policy applies to all students, faculty, and staff of IBT College and covers all activities conducted on campus

#### Procedures and Guidelines

##### Self-Health Screenings

Students, faculty, and staff should conduct regular health screenings (symptoms monitoring) before arriving on campus. You must be free of ANY symptoms potentially related to COVID-19 or have had evaluation and clearance.

At this time, these symptoms include one or more of the following:

- Cough
- Shortness of breath or difficulty breathing
- Fever/chills
- Runny nose or new sinus congestion
- Headache
- Sore throat
- Fatigue
- New GI symptoms
- New loss of taste or smell

## **Face masks/Cloth Face Coverings**

COVID-19 may be spread to others even when symptoms are not evident. Therefore, face masks or face coverings must be worn by all students, faculty, and staff while on campus at this time. Face covering/masks must be worn in the classroom and while in the presence of others and in public settings where other social distancing measures are difficult to maintain (e.g., common work spaces, meeting rooms, classrooms, etc.)

Appropriate use of face masks or coverings is critical in minimizing risks to others near you and must be maintained. The mask or cloth face covering is not a substitute for social distancing.

Students' not wearing face coverings/masks while in the classroom may be asked to complete their work Homebase study or online until the time a covering/mask can be worn. Masks will be provided by the college, if needed.

## **Social Distancing**

Keeping space between you and others is one of the best tools we have to avoid being exposed to the COVID-19 virus and slowing its spread. Social distancing should be maintained when possible, even if you have no symptoms. Social distancing is important for everyone, especially to help protect people who are at higher risk of getting very sick.

Staff at work on-site should follow these social distancing practices:

- Stay at least 6 feet (about 2 arms' length) from other people at all times.
- Do not gather in groups.
- Stay out of crowded places and avoid mass gatherings.

## **Personal Disinfection**

While custodial crews will continue to clean office and work spaces based on CDC guidelines, additional care should be taken to wipe down commonly used surfaces. Before starting work and before you leave any room in which you have been working, you must wipe down all work areas with EPA-registered 60% alcohol solution. This includes any shared-space location or equipment (e.g. copiers, printers, computers, A/V and other electrical equipment, coffee makers, desks and tables, light switches, door knobs, etc.).

## **Coughing/Sneezing Hygiene**

If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Then throw used tissues in the trash. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

**Working in the Office**

If you work in an open environment, be sure to maintain at least 6 feet distance from co-workers. If possible have at least one workspace separating you from another co-worker. You should wear a face mask or face covering at all times while in a shared work space/room. Departments should assess open work environments and meeting rooms to institute measures to physically separate and increase distance between employees, other coworkers, and students.

**Policy Exceptions**

The Principal / Chief Strategy Officer is authorized to waive or suspend all or select portions of this policy based on data supporting a decline in COVID-19 infections and minimal risks associated with COVID-19 spread.

**Guidelines**

All guidelines are subject to change based on updated information from health authorities.



## 13.2. Pandemic Response Plan Policy and Procedures

### Purpose

The purpose of this Pandemic Response Plan is to outline International Business & Technical College's approach to managing and responding to pandemics, including the COVID-19 pandemic, to ensure the health and safety of our staff and students, as well as to maintain continuity of education and operations.

### Scope

This policy applies to all staff, students, and visitors at International Business & Technical College.

### Policy Statement

International Business & Technical College is committed to providing a safe and healthy environment for all staff, students, and visitors. In response to pandemics, including the COVID-19 pandemic, the College will implement measures to minimize the risk of transmission, ensure compliance with public health guidelines, and support the well-being of our community.

### Pandemic Response Plan

#### Risk Assessment

- The College will conduct regular risk assessments in collaboration with public health authorities to determine the level of risk posed by the pandemic.
- Based on the risk assessment, the College will implement appropriate measures to mitigate the risk of transmission, including but not limited to, hygiene practices, physical distancing, and use of personal protective equipment (PPE).

#### Communication

- The College will communicate regularly with staff, students, and the wider community about the pandemic and any measures being implemented.
- Communication channels may include email, social media, website updates, and posters around the campus.

## **Hygiene Practices**

- The College will promote good hygiene practices, including frequent hand washing, use of hand sanitizers, and respiratory etiquette (covering mouth and nose when coughing or sneezing).
- Hand sanitizers will be made available throughout the campus.

## **Physical Distancing**

- The College will implement physical distancing measures in accordance with public health guidelines.
- This may include rearranging classroom and office layouts, limiting the number of people in shared spaces, and staggering schedules.

## **Personal Protective Equipment (PPE)**

- The College will provide staff and students with appropriate PPE, such as face masks, as required by public health guidelines.
- The use of PPE will be mandatory in certain situations, as determined by the College and public health authorities.

## **Monitoring and Reporting**

- The College will monitor the pandemic situation closely and report any suspected or confirmed cases of COVID-19 to public health authorities.
- Staff and students are encouraged to report any symptoms or exposure to COVID-19 to the College.

## **Continuity of Education**

- The College will implement measures to ensure continuity of education, including remote learning options where possible.
- Alternative arrangements will be made for students who are unable to attend classes due to the pandemic.

## **Support Services**

- The College will provide support services to staff and students, including mental health support and access to healthcare services.
- Information about support services will be communicated to staff and students regularly.

## **Responsibilities**

- The College Principal or Crisis Committee is responsible for overseeing the implementation of this Pandemic Response Plan.
- All staff and students are responsible for complying with the measures outlined in this plan and following public health guidelines.

## **Review and Update**

- This Pandemic Response Plan will be reviewed and updated regularly in response to changing circumstances and public health guidelines.
- Updates will be communicated to staff, students, and the wider community.

# SECTION 14 – Communication and Marketing

## 14.1. Marketing

### Purpose

The purpose of this policy is to ensure that IBT college marketing activities are aligned with the College's strategic plan and are in compliance with various regulatory requirements.

### Scope

This policy and procedure applies to all staff, education agents and external parties undertaking marketing activities on behalf of the College including but not limited to all persons undertaking marketing, recruitment, promotional, engagement or corporate activities on behalf of the College.

### Definitions

**Marketing and Advertisement Materials:** All corporate materials and student recruitment documentation including print, electronic and web-based materials.

**Students:** All currently enrolled students and prospective students

### Principles

- A. IBT College is committed to ensuring that all marketing undertaken by, or on behalf of the College, adheres to high standards, is not false or misleading and is consistent with all regulatory requirements in all jurisdictions.
- B. As a DHERST regulate institute of higher education under the Technical Education Vocational Training a registered National Training Council, IBT College is committed to compliance with all regulatory requirements including ensuring that marketing material is consistent with the PNG Consumer Law.

### Responsibilities

- a) All aspects of IBT college brand management and marketing including advertising, student recruitment, student recruitment events, promotional publications, online and social media marketing, branding and design of corporate materials and templates is managed by the Graphic Designer & Administration Support Officer. All marketing material developed within the Graphic Designer office by the Marketing Team require approval by the Chief Strategy Officer / Director Administration.
- b) Additionally, the Chief Strategy Officer (CSO) office must obtain approval from the Principal;s Office:
  - i. prior to commencement of marketing, disbursement of marketing materials and student recruitment for a new course
  - ii. for making any changes to course curriculum of existing courses.
- c) All course marketing materials will include the following information:
  - i. The PNG NQF qualification which will be conferred at the end of the successful completion of course.

- ii. The duration of course
  - iii. The Fees charge per the course
  - iv. The level and type of the courses
  - v. Course study mode eg; Home Base / Online / face to face learning
  - vi. Intake enrollment date
- d) Publishing the courses will be offered through;
- i. Local Newspaper eg; Post Courier
  - ii. Radio
  - iii. Television
  - iv. Facebook

### **Document Management**

Soft and hard copies record of all marketing materials will be stored on Cloud drive and the hard copies will be kept on Graphic Designer's Officer for a period of a least 6 years.

### **Review**

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.

# **SECTION 15 – Business Closure Contingency Plan**

## 15.1. Business Closure Contingency Plan

### Purpose

As a crucial component of our Risk Management Plan/Policy, IBT College has developed a comprehensive business closure contingency plan to address potential unforeseen circumstances that may necessitate the closure of our institution. This plan encompasses detailed protocols and procedures across various areas to ensure a smooth and well-managed transition, should such a situation arise.

Although extremely unlikely a combination of events outside the control of the college can lead to college closure. Where the decision is taken to close the college, a “close out” period where partnership/collaboration agreements are in place with other surrounding colleges will be triggered. These agreements ensure that all our students are transferred to appropriate/suitable courses with other local colleges or university partners, on time, so our students are not left stranded and can still complete their studies with the least possible disruption. Any closure will be phased to enable teaching out of existing students where practical

### Scope

The scope of IBT College's business closure contingency plan includes the following:

1. Identification of potential circumstances: The plan identifies potential unforeseen circumstances that may necessitate the closure of the institution, such as financial insolvency, natural disasters, or other events beyond the college's control.
2. Detailed protocols and procedures: The plan encompasses detailed protocols and procedures across various areas, including student welfare, academic standards, legal and regulatory compliance, financial management, and communication strategies.
3. Smooth transition: The plan aims to ensure a smooth and well-managed transition in the event of closure, including the transfer of students to appropriate/suitable courses with other local colleges or university partners.
4. Partnership and collaboration agreements: The plan includes provisions for partnership and collaboration agreements with other surrounding colleges to facilitate the transfer of students and minimize disruption to their studies.
5. Phased closure: Any closure will be phased to enable the teaching out of existing students where practical, ensuring that students can complete their studies with the least possible disruption.
6. Compliance with policies and regulations: The plan ensures compliance with the college's risk management plan/policy, as well as with all relevant legal and regulatory requirements related to closure.



7. **Communication strategies:** The plan includes communication strategies to keep students, staff, and other stakeholders informed throughout the closure process.
8. **Monitoring and review:** The plan includes provisions for monitoring and review to ensure that it remains up-to-date and effective in addressing potential closure scenarios.

### Procedures and Guidelines

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## Business Closure Contingency Plan

Likelihood of occurrence: **Low**

### *Contingency:*

#### Financial Planning:

1. **Establishing a Financial Contingency Fund:** We will create a dedicated fund or reserve account to cover operational expenses during the transition period following a business closure. This fund will include provisions for employee severance pay, lease terminations, outstanding obligations, and other financial commitments.
2. **Negotiating Agreements with Creditors:** IBT College will proactively engage with creditors, vendors, and service providers to establish agreements for debt repayment, contract termination, or alternative arrangements in the event of business closure.

#### Student Transition:

1. **Comprehensive Transition Plan:** Activity the detailed student transition plan that encompasses communication strategies, academic counselling, credit transfer options, and referrals to alternative educational institutions. This plan aims to minimize disruption and ensure a smooth transition for our students.
2. **Collaboration with Partners:** We will collaborate with partner universities, industry associations, and government agencies to facilitate student transfers, articulation agreements, or credit recognition programs. This collaborative effort will help students continue their academic progress and career pathways seamlessly.

## Staff Transition:

1. **Human Resource Planning:** IBT College has a human resource plan in place for staff layoffs, reassignment, or redeployment. We will provide career counseling, job placement assistance, or skill development programs for affected employees to support their transition.
2. **Transparent Communication:** Clear and transparent communication with staff regarding the business closure process, timelines, and available support services will be maintained. This will foster a supportive and empathetic workplace environment during times of transition.

## Consultation to Regulator and Stakeholders:

Consultation with regulators and stakeholders is a critical aspect when considering the closure of IBT College. This process involves transparent communication and collaboration to ensure regulatory compliance and address stakeholder concerns effectively. Here's how IBT College would approach this consultation:

1. **Regulatory Compliance:** IBT College would initiate discussions with relevant regulatory bodies, such as the Department of Higher Education, Research, Science, and Technology (DHERST) in PNG. The purpose of these consultations would be to inform regulators about the college's decision, understand regulatory requirements related to closure procedures, and seek guidance on compliance measures.
2. **Stakeholder Engagement:** IBT College recognizes the importance of engaging with various stakeholders, including students, staff, alumni, parents, local communities, and partner institutions. Consultations with stakeholders would involve:
  - Communicating the reasons for the college closure and providing transparent information about the process.
  - Addressing concerns and queries raised by stakeholders and providing appropriate support and guidance.
  - Collaborating with partner institutions or alternative providers to facilitate smooth transitions for students, ensuring minimal disruption to their academic journeys.
  - Seeking feedback and input from stakeholders on closure-related decisions, where feasible and appropriate.
  - Providing regular updates and maintaining open channels of communication throughout the closure process.
3. **Legal and Compliance Considerations:** During consultations, IBT College would ensure adherence to legal requirements, contractual obligations, and student protection policies. This includes:
  - Notifying regulatory authorities and relevant agencies about the closure in accordance with prescribed timelines and procedures.

- Managing financial and administrative matters responsibly, including student refunds, contract terminations, and compliance with employment laws regarding staff layoffs or redeployment.
  - Securing necessary approvals or licenses for closure-related activities, such as property disposition or asset transfers, as per regulatory guidelines.
4. **Documentation and Reporting:** IBT College would maintain comprehensive records of all consultations with regulators and stakeholders. This includes documenting agreements reached, decisions made, timelines established, and actions taken during the closure process. Regular reporting to regulatory authorities and stakeholders would ensure transparency and accountability.

### Communication Strategy:

4. **Comprehensive Communication Plan:** A comprehensive communication plan has been developed for stakeholders, including students, staff, parents, alumni, donors, government agencies, accrediting bodies, and the general public. This plan will ensure transparent, empathetic, and professional communication throughout the transition period.
5. **Engagement with Media and Community:** We will engage with media outlets, social media platforms, and community forums to manage public perceptions, mitigate reputational risks, and uphold the college's values, mission, and legacy during the business closure process.

This detailed and proactive approach to business closure contingency planning reflects IBT College's commitment to preparedness, transparency, and effective management of potential challenges.