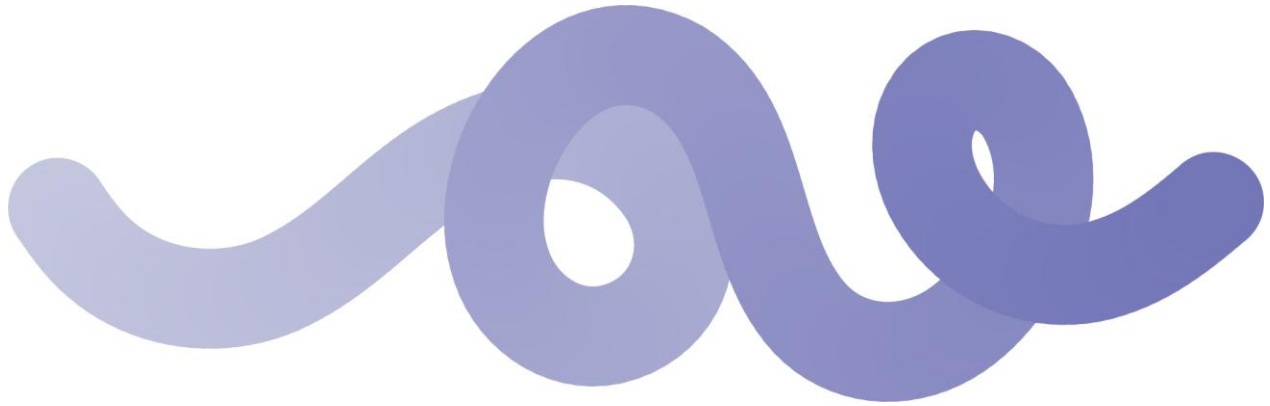




**Central Institute
of Technology
+ Innovation**



Central Institute of Technology and Innovation Student Handbook 2026

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**Central Institute
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+ Innovation**

Central Institute of Technology and Innovation
Student Handbook 2026
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Version 1.3

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**Central Institute
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Welcome from the CEO

On behalf of everyone at the Central Institute of Technology and Innovation (CITI), I warmly welcome you to our learning community.

Our mission is to provide a supportive, engaging, and high-quality educational experience that equips you with the knowledge, skills, and confidence to succeed in your studies and future career.

At CITI, we value curiosity, collaboration, and innovation. We encourage you to make the most of the opportunities available, engage fully with your studies, and take advantage of the wide range of academic and student support services we provide. Your time here is not just about learning—it is about growing, exploring, and preparing for your next steps in life and work.

We are delighted you have chosen to study with us and look forward to supporting you throughout your journey.

Professor Shannon Kennedy-Clark
Chief Executive Officer

1. Introduction

Welcome to the Central Institute of Technology and Innovation (CITI). We are committed to providing you with a supportive and engaging environment to help you achieve your educational goals and make the most of your time with us.

This handbook is designed to guide you through your studies, outlining the support services available, your responsibilities as a student, and where to find important information as a commencing or continuing student.

We look forward to you joining our learning community and encourage you to actively engage with your studies, take advantage of the resources and support on offer, and make the most of your academic journey with us.

1.1 Our Story

Since its foundation in 2022, CITI has had a strong focus on innovation in Information Technology (IT). Our approach, which combines campus-based learning with cutting-edge technology, distinguishes CITI as more than just an educational institution – it is a gateway to the future of the IT sector.

At CITI, our curriculum is strategically designed to keep you at the leading edge of technological advancements and business applications. This ensures that your educational experience is not only relevant but prepares you to be part of the IT profession. Our courses are carefully constructed to empower you to shape your future in the IT world, fully equipped with up-to-date knowledge and essential skills. Graduating from CITI means emerging with top-tier education and practical experience, ready to meet the demands of the IT industry and excel in your career.

Our educational philosophy integrates rigorous academic standards with practical application, ensuring you tackle real-world challenges throughout your studies. Central to our ethos is a commitment to quality education and fostering a vibrant student community. At CITI, you are more than just a student – you are a vital part of our learning community.

Your educational journey at CITI is designed to be enriching and fulfilling, supporting your personal and professional growth every step of the way. We pride ourselves on welcoming students, both Australian and international, creating an inclusive environment that enhances the educational experience for all. Our commitment extends to ensuring a seamless transition for international students, helping them adjust to life and study in Australia within a nurturing and supportive setting.

1.2 Mission and Vision Statement

Study innovative courses designed to prepare you for a career in an Information Technology (IT) and Innovation role.

Our mission and purpose are to provide a transformative educational experience in IT and related fields for our students. Our purpose is to transform the lives of our students through a positive learning experience where students are at the centre of all that we do.

Our vision is to create work-ready graduates who will help shape tomorrow's future.

1.3 Our Values

At CITI, we value:

- quality education focusing on social and cultural inclusion
- respecting and fostering diversity
- ethical and sustainable business and educational practices
- rigorous standards of scholarship
- work-ready student outcomes
- innovation and flexibility in our approach to teaching and learning

1.4 Our Commitment

We have a strong commitment to our student learning community. We want all our students to achieve their goals, and we are committed to providing students with a

flexible and positive learning experience because we understand the diverse needs of our students.

We are committed to creating an inclusive learning environment that fosters community, innovation, and creativity in IT and related fields. We are committed to building and growing relationships with our industry partners so that our courses remain current and adaptable to the market so that our students graduate confident in their skills and knowledge and ready to contribute to the workplace.

1.5 Our Team

At CITI, we are committed to a student-centred culture, and we believe that you are our success story. We strive to achieve, that brings a sense of curiosity into what we do, that is socially responsible and ethically aware, and knows that through learning, lives can be transformed.

Board of Directors

- Janet Beard – Chair
- Elaine Wang
- Dr Ruth Ferraro
- Allan North
- Dr Vilma Galstaun

Academic Board

- Dr Vilma Galstaun – Chair
- Professor Tim Miller
- Chris Mace
- Beau Tydd
- Professor Robin Braun
- Adam Jones

Leadership Team

- Professor Shannon Kennedy-Clark – CEO
- Anne MacLeod – General Manager Operations
- Professor Robin Braun – Dean
- Adam Jones – Director, Learning and Teaching

1.6 Registration and Accreditation

The Institute is accredited by the Tertiary Education Quality and Standards Agency (TEQSA) as a registered higher education provider, ensuring that all courses meet nationally regulated standards of quality, governance, and academic excellence. Our Australian Business Number (ABN): 35 663 709 911.

1.7 Australian Computer Society (ACS) Accreditation

Our courses have been designed to meet the standards for professional recognition by the Australian Computer Society (ACS), the premier professional association for Australia's Information and Communication Technology (ICT) sector. We are currently in the process of seeking accreditation from ACS, which represents over 47,000 members across various sectors including industry, government, and education. Once accredited, our graduates will be eligible for ACS membership, further enhancing their professional recognition and career opportunities within the ICT industry.

2. Applying for a Course

2.1 Admission Criteria

We welcome students from diverse backgrounds to apply for our innovative courses. To apply, prospective students must follow the guidelines detailed in the Admissions Guidelines.

Applicants must be at least 18 years old by the commencement of their studies. Entry requirements vary by program.

For our Master degrees, applicants need an Australian or equivalent international Bachelor degree in a cognate discipline or relevant work experience of at least two years in the last three years. International students must also demonstrate English proficiency with a minimum IELTS score of 6.5, or equivalent.

For our Bachelor degrees, applicants should have an Australian senior secondary qualification with a minimum ATAR of 60 or equivalent international qualifications. Alternative entry pathways are available for mature-age students and those without traditional qualifications, including recognised prior learning and articulation agreements with ELICOS, VET, and higher education diploma providers.

Detailed information about English language requirements and specific entry criteria can be found on the Admissions page on www.citi.nsw.edu.au. Our admissions process ensures fairness, transparency, and adherence to the highest educational standards, paving the way for your success at CITI.

2.2 How to Apply

We welcome applications from students from all over the world. To apply for admission, students must provide accurate information and meet the English language and course entry requirements outlined in the relevant Course Handbook.

How to Apply

- Complete the **online application form** available on the Institute website, or



- Email your application to **students@citi.nsw.edu.au**

Important Information

- All applications are assessed in accordance with the **ESOS Act 2000** and the National Code 2018 to ensure fairness and transparency for overseas students.
- Students must provide all requested documentation, including evidence of English language proficiency, academic transcripts, and any other required supporting materials.
- Providing false, misleading, or incomplete information may result in refusal of enrolment or cancellation of admission.
- Applicants will be notified in writing of the outcome of their application, including any conditions of enrolment.

Students are encouraged to contact Student Services for advice or clarification on the application process.

2.3 Course Delivery

All courses at CITI of Technology and Innovation, are delivered in person at our Sydney city campus at Level 5, 136 Chalmers Street, Surry Hills. To support your learning experience, unit materials—including lectures, seminars, and workshops—are accessible via the Learning Management System.

2.4 Academic Calendar

Our academic year runs from February to December and is divided into two semesters:

- Semester 1: February – June
- Semester 2: August – December

Each semester is delivered in block mode, consisting of four teaching blocks of four weeks each, with a one-week break between blocks. Check the academic calendar for the exact key dates relevant to your semester and block on www.citi.nsw.edu.au.



2.5 Key Dates for Students

- **Census Date:** This is the deadline for finalising your enrolment for each block to avoid financial penalties and occurs on the Monday of Week 2 of each block. The census date may vary depending on the block of study.
- **Leave of Absence:** You are eligible for up to 12 months' leave from studies during your course. Additional leave may be granted in extenuating circumstances. If you allow your enrolment to lapse, you will be required to re-apply for a place in the course.
- **Course Withdrawal:** You can withdraw from a course at any time, but this may affect your academic records and visa status, and tuition fees may still apply.

2.6 Recognition for Prior Learning (RPL)

The Institute recognises previous study or learning that can be counted towards our courses. This is called Recognition of Prior Learning (RPL). This process can reduce the number of units required to complete an undergraduate or postgraduate course. Different types of study are assessed for equivalency including credential studies and informal (non-credentialed) learning.

- As a student at CITI, you can apply to have "specified credit" for specific units credited toward your course (i.e. core subjects or specified electives).
- You can also apply to have unspecified credit applied to your course (i.e. electives that will appear as "unspecified credit" on your academic transcript). Please refer to the relevant Course outline when looking for equivalent or unspecified units.
- You are required to present evidence to prove that you have demonstrated sufficient knowledge, skills, and or experience to meet both the Course requirements and the appropriate level of study as stipulated by the Australian Qualifications Framework (AQF).

Evidence Required

You must provide:

- Copies of unit outlines (information must include: learning outcomes, weekly structure, topic list, assessment details, contact hours/student workload) from your other provider/s

- Verified copies of certificates and transcripts (copies to be certified by a Justice of the Peace or originals sighted by a CITI staff member or approved agent).
- Documents in a foreign language will need to be officially translated to English.

2.7 Explanation of Advanced Standing, Credit Transfer, and Recognition of Prior Learning (RPL)

The Institute recognises that students may have completed previous study or gained relevant experience that can contribute towards their current course. Advanced Standing, Credit Transfer, and Recognition of Prior Learning (RPL) provide pathways to acknowledge this prior learning and may reduce the number of units required to complete a program. These processes ensure that students can progress efficiently while maintaining the academic integrity of the course.

Term	Definition	Type of Learning Recognised	Source of Learning	Outcome
Credit Transfer	Formal granting of credit for equivalent units previously completed at the same or another institution.	Formal learning only	Previous accredited study	Credit towards current course
RPL	Assessment of prior learning (formal, informal, or non-formal) to determine equivalence with course/unit requirements.	Formal, informal, and non-formal learning	Work experience, training, self-study	Credit towards current course
Advanced Standing	The outcome of successfully granted credit (via Credit Transfer or RPL),	Result of either credit transfer or RPL	Combination of formal and informal sources	Entry with credit or placement



Term	Definition	Type of Learning Recognised	Source of Learning	Outcome
	allowing entry into or progression within a course with reduced study.			in later stages

2.8 Advanced Standing Assessment Process

Applications are reviewed by a member of the academic team. You will be advised in writing of the decision ten working days after the completed application has been submitted and received by Student Services.

Application Deadline

The latest date to submit this application is at close of business two weeks prior to the first census date after commencement of the course.

Application Restrictions

You can only apply for Advanced Standing within your first year of study at the Institute for units and/or work experience that have already been completed. You should endeavour to apply for Advanced Standing for courses currently in progress as soon as official academic transcripts are available.

Rules for Exemptions

- **50% rule:** You may obtain specified/unspecified credit for up to 50% of units in a specified course. Final capstone units and innovation hubs are not available for Advanced Standing.
- **80% content coverage:** Evidence of a minimum of 80% coverage of unit content is required for specified credit to be granted.
- **Exemption for an exemption:** Previous study granted as Advanced Standing/Exemption at another institute cannot be used for Advanced Standing into a course.
- **Experience and study must be current:** Any study cited in an Advanced Standing application must have been completed no more than 10 years prior to the date of application.

- **Study must be at the equivalent AQF level:** Approved study must be at a comparable AQF level.
- **Examples of approved study:** Qualifications from accredited Australian Higher Education institutions or equivalent overseas institution as assessed by Training Services New South Wales <https://www.training.nsw.gov.au/> in disciplines of IT or related fields may be considered.
- **Professional Recognition:** While the Institute makes every effort to ensure that Advanced Standing for units meets the criteria of professional and accrediting bodies, it is up to the discretion of the professional bodies whether to accept the exemptions granted by the Institute. The Institute encourages all students applying for Advanced Standing to seek advice from the relevant professional bodies prior to applying for Advanced Standing. The Institute is not responsible for the decisions pertaining to Advanced Standing made by professional bodies.

2.9 Reduced Course Duration

If you are granted Recognition of Prior Learning (RPL), Advanced Standing, or Credit Transfer, the Institute will review your course and calculate a new expected duration based on the credit awarded. This ensures you still meet all course learning outcomes while maintaining the quality and academic standards of your studies.

You will be notified in writing if your course duration is reduced. This notice will clearly explain:

- The credit you have been granted.
- The units or subjects affected.
- Your new expected course completion date.

We will also let you know if the change has any effect on your study load, course progression, or, for overseas students, visa requirements.

For overseas students who have not yet received a Confirmation of Enrolment (CoE), the CoE will only be issued once the approved credit has been applied and the new course duration is accurately recorded. The Institute will not issue a CoE that overstates the course length or fails to recognise your granted credit, as this is required by law.



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If your RPL or credit application is still being assessed during the admissions process, we will clearly explain that the assessment must be finalised before your CoE can be issued. We will also provide guidance on how the outcome may affect your study plan and course length.

This approach ensures that all students are fully informed, that course duration is reported accurately, and that overseas students maintain compliance with their visa conditions.

3. Undergraduate Course – Bachelor of Information Technology and Innovation

The Bachelor of Information Technology and Innovation (BITI) program is designed provide you with foundations in core disciplines of Information Technology and related systems with the latter year emphasising current crucial areas of data science, and software and systems.

3.1 Course Details (BITI)

The course is characterised by foundation and application-level innovation hubs and two industry-focused capstone units which provides you with the opportunity to work on a real-world project which draws together your knowledge and skill acquired over the three years of your program of study.

AQF Level of Qualification	7
Broad Field of Education	02 Information Technology
Course duration	Three years full-time equivalent study.
Credit points (CP) required to earn the award	240 CP
Course Rules	Complete a minimum of 240 Credit Points as specified in the Bachelor of Information Technology Course Structure, comprising 24 units of 10 credit points each.
Indicative student workload	For full time study across two semesters with four units of study per semester is approximately 21 hours per week (9 hours per week face-to-face and 12 hours self-directed study).
Recognition of Prior Learning (RPL)	Students who are granted RPL may be entitled to a reduction in course duration and associated tuition

	fees. Students will be formally notified of any adjustments to their course enrolment and fees.
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3.2 Career Opportunities (BITI)

Graduates of the BITI are equipped with the technical expertise and creative problem-solving skills to lead digital transformation across industries globally. Combining software development, systems thinking, and innovation frameworks like design thinking and agile methods, graduates are well-prepared for dynamic, high-impact careers.

Global Employability

BITI graduates should have the skills and knowledge to:

- Lead digital change across sectors using emerging technologies.
- Apply global best practices in software, data, UX, and innovation.
- Work in cross-border and cross-functional teams.
- Drive sustainable and ethical tech solutions.

Typical Graduate Skills and Knowledge

- Digitally skilled and entrepreneurially minded.
- Trained in software, app design, data analytics, and UX.
- Experienced in innovation methods (e.g. design thinking, agile).
- Aware of the ethical and sustainability impacts of tech.
- Proficient in industry tools and collaborative work environments.

Career Opportunities by Industry

1. Information Media & Telecommunications

Roles: Software Engineer, Cybersecurity Analyst

Work: Build scalable cloud solutions, innovate with AI, 5G, and IoT.

2. Professional, Scientific & Technical Services

Roles: Tech Consultant, Innovation Manager

Work: Deliver enterprise solutions, shape innovation strategies.

3. Financial & Insurance Services

Roles: Fintech Developer, Blockchain Engineer

Work: Create AI-powered financial tools, ensure risk compliance.

4. Education & Training

Roles: EdTech Designer, LMS Developer

Work: Develop online learning platforms, use AI for inclusive education.



5. Health Care & Social Assistance

Roles: Health Informatics Analyst, UX Designer

Work: Innovate telehealth and diagnostic tools to improve health equity.

6. Public Administration & Safety

Roles: Digital Government Advisor, Cybersecurity Strategist

Work: Modernise public services, strengthen digital security.

7. Retail Trade

Roles: E-commerce Developer, Analytics Specialist

Work: Enhance digital retail with data-driven, mobile-first solutions.

8. Manufacturing

Roles: Automation Developer, IoT Architect

Work: Implement smart factory tech, promote sustainable manufacturing.

9. Mining & Resources

Roles: Tech Analyst, ESG Innovation Advisor

Work: Drive remote and AI-enabled operations, support energy efficiency.

Common Career Titles (ANZSCO Codes)

- ICT Business Analyst (261111)
- Software Engineer (261313)
- Systems Analyst (261112)
- Multimedia Specialist (261211)
- Software & App Programmer (261399)
- ICT Project Manager – Entry Level (135112)

Where You Will Find Work

- Startups and tech scale-ups
- Government and education sectors
- Corporate ICT departments
- Consulting and advisory firms
- Creative tech and media industries

Career Progression and Further Study

Graduates often advance into roles such as:

- Product Manager
- Digital Strategist
- UX Lead
- Innovation Consultant
- Startup Founder

Further Study Options

Further study options include Master's degrees and Doctorates in IT, innovation, or interdisciplinary fields

3.3 Admissions Criteria (BITI)

To satisfy the general academic requirements for admission to a course at CITI, applicants must meet at least one of the following entry requirements:

- Must be over 18; and
- Successful completion of Year 12 or equivalent with a minimum ATAR of 65 or equivalent; or
- Successful completion of an equivalent secondary qualification either interstate or overseas; or
- Satisfactory completion of an accredited cognate Tertiary Preparation Program or a Foundation Year Program offered by an Australian HE provider that would enable students to gain entry to an AQF Level 7 Information Systems course at an Australian HE provider; or
- Admission to an undergraduate degree at an Australian HE provider.

We also provide **alternate admission criteria** for applicants who do not meet the General Academic Admission, as follows:

- Applicants who are 21 years of age or over who have not completed Year 12, or its equivalent, may fulfil the academic admission criteria through one of the following entry requirements: Successful completion of a Special Tertiary Admissions Test administered by a tertiary admissions centre; or Submission of a portfolio of prior and current academic and /or professional work at a level deemed satisfactory by the Academic Dean and Registrar.

The Admissions criteria for the BITI are described in the [Admissions and Enrolment Policy and Procedure](#).

3.4 English Language Requirements for Admission (BITI)

International students whose first language is not English must demonstrate competency in the English Language. These English Language Requirements are also specified in the [Admissions and Enrolment Policy and Procedure](#).

English requirement	Undergraduate
International English Language Testing System IELTS* (ACADEMIC only; GENERAL not accepted)	Minimum overall score of 6.0 with no band less than 5.5
Test of English as a Foreign Language TOEFL* (Internet Based Test)	Minimum overall score of 60 with no band less than: <ul style="list-style-type: none"> • Listening – 11 • Speaking – 17 • Reading – 12 • Writing – 20
Cambridge English: Advanced CAE*	Minimum overall score of 169 with no band less than 162

3.5 Bachelor of Information Technology and Innovation Course Structure

Unit Code/ Unit Title	What will you learn?
First Year of Course	
ITTF101 Foundations of IT	This unit equips students with foundational knowledge in discrete mathematics and probability theory, which are essential for fields like data analytics, artificial intelligence, and cybersecurity. Students explore topics such as set theory, formal logic, graph theory, combinatorics, and computational complexity. This unit lays the groundwork for more advanced studies in Information Technology, integrating mathematical concepts with practical IT applications.



ITSD101 Introduction to Computer Programming	This unit introduces students to the basics of structured computer programming, using a common programming language. Key programming techniques covered include conditionals, loops, functions, recursion, and Object-Oriented Programming (OOP). Students engage in practical tasks and learn about basic algorithms, providing them with the essential skills needed for software development.
ITIH101 Innovation Hub 1	This project-based unit focuses on the practice of Information Technology, where students collaborate on real-world IT and innovation projects. Emphasising problem-solving and professional communication, the unit integrates "Just in Time" teaching to support the development of practical skills. Students gain experience working in teams and addressing authentic IT challenges.
ITPRI02 Information Systems Foundations	This unit provides a high-level introduction to the role of information systems in businesses, focusing on their content, organisational roles, and opportunities in various sectors. Students learn about tools, techniques, and technologies supporting information systems, with an emphasis on effective communication skills. The unit prepares students to understand and apply IT knowledge within business contexts, without delving deeply into technical details.
ITSD102 Introduction to Database Structure and Programming	This unit provides a foundational understanding of relational databases, covering database design, data modelling, and SQL programming. Through practical exercises, students learn to create, modify, and manage databases, as well as perform data retrieval and manipulation. The unit equips students with essential database management skills.
ITNW101 Computer Communications and Networks	This unit introduces students to the fundamental concepts of computer communications and networks, based on the Open Systems Interconnection (OSI) model. Students learn about various network layers, including physical, MAC, IP, transport, and application layers, through theoretical and practical exercises. The unit provides the essential knowledge required for network design and management.
ITSA101 System Analysis and Design	This unit covers methodologies used in the analysis, design, and improvement of computerised information systems. Topics include the System Development Life Cycle (SDLC), CASE tools, agile



	systems analysis, Object-Oriented Design, and Unified Modelling Language (UML). Students gain hands-on experience with these methodologies and tools, preparing them for systems analysis and design roles.
ITIHI02 Innovation Hub 2	In this unit, students continue their project-based learning, focusing on analysing stakeholder needs in IT. The unit emphasises hands-on problem-solving, project management, and professional communication. Students refine their project goals, collaborate in teams, and deliver comprehensive project proposals, reports, and presentations.
Second Year of Course	
ITPR201 IT Service Management	This unit explores the management and optimisation of IT services within organisations. Students learn to align IT strategies with business objectives, implement best practices such as ITIL, and improve service quality. The unit combines theoretical concepts with practical insights, preparing students to enhance IT service delivery in business environments.
ITSD201 Software Design and Integration	This unit provides knowledge and skills in software design principles and integration techniques. Topics include software architecture, design patterns, version control, and modularisation. Students participate in hands-on exercises and case studies, developing scalable and maintainable software systems and preparing for careers in software development.
ITSD212 Modelling for the Digital Age	This unit covers the core concepts of modelling, focusing on mathematical, computational, and physical models. Students learn to use tools like Python and VBA to create and validate models for various applications, including IT and engineering. The unit emphasises simulation techniques and real-world case studies, preparing students for roles in business process modelling.
ITSA201 Introduction to Data Analytics	This unit offers a hands-on introduction to data analytics, focusing on data preparation, cleaning, and transformation. Students learn to use industry-standard tools and techniques to analyse and visualise data, turning raw information into actionable insights. The unit prepares students for roles in data analysis and business intelligence.
ITPR202 Software Project Management	This unit teaches project management principles for IT projects, with a focus on software development. Emphasising agile methodologies, the unit covers software development lifecycles,

	planning, risk management, and quality assurance. Students apply these concepts through practical tasks, gaining skills in managing successful software projects.
ITIH201 Innovation Hub 3	Building on previous Innovation Hubs, this unit focuses on modelling stakeholder needs for optimal IT delivery. Through a long-term project, students collaborate on real-world IT projects, applying their knowledge to solve complex problems. The unit integrates professional communication and innovation theory, preparing students for advanced IT roles.
ITSA202 Systems Architecture	This unit provides foundational knowledge in systems architecture, focusing on the design and organisation of software systems. Students explore complex system theory, agent-based modelling, and the interplay between hardware and software components. The unit prepares students for designing efficient and robust IT solutions.
ITIH202 Innovation Hub 4	In this final Innovation Hub, students work on delivering a product in the IT field. The unit emphasises project-based learning, with students taking responsibility for project milestones and deliverables. By engaging with authentic IT problems, students apply their skills in a practical setting, preparing them for careers in IT innovation.
Third Year of Course	
ITPR301 Emerging Technologies in Business	This unit explores the application of emerging technologies, particularly meta-heuristics, in business strategies. Students learn to apply these computational techniques to solve optimisation and decision-making problems, enhancing their ability to innovate and improve business processes. The unit provides hands-on experience with modern commercial optimisation software.
ITPR302 Organisational Change and Implementation	This unit focuses on managing organisational change, particularly in digital transformations. Students learn to develop change management plans, address resistance, and foster employee engagement. Through case studies and interactive discussions, the unit provides the skills needed to navigate and implement change in businesses.
ITIN301 Capstone Preparation	This unit prepares students for their Capstone Project, focusing on project management, research methodologies, and technical proficiency. Students develop a project plan and proposal, gaining

	the skills and confidence needed to undertake their Capstone Project in the following semester.
ITIN302 Capstone project	The Capstone Project is the culmination of the Bachelor of Information Technology and Innovation course. Students apply their knowledge and skills to a substantial IT project, working individually or in teams. The unit emphasises problem-solving, innovation, and professional communication, preparing students for their careers in IT.
Specialisation 1	See unit descriptions below
Specialisation 2	See unit descriptions below
Specialisation 3	See unit descriptions below
Specialisation 4	See unit descriptions below
Specialisations (4 units)	
Specialisation 1 Data Science	
SPDA311 Big Data Warehousing and Computation	This unit focuses on data management and business intelligence using data warehouses. Students learn techniques for integrating and analysing large-scale datasets, preparing them for roles in data science and analytics.
SPDA312 Natural Language Processing	This unit introduces the principles of Natural Language Processing (NLP), focusing on computational techniques for processing and generating language. Students explore applications like sentiment analysis, language translation, and chatbot development, preparing them for careers in AI and data science.
SPDA313 Machine Learning	This unit provides foundational knowledge in machine learning, covering classification, regression, clustering, and deep learning. Students gain practical experience in designing, evaluating, and deploying machine learning models, preparing them for roles in data science and AI.
SPDA314 Planning and Reinforcement Learning	This unit explores AI planning and reinforcement learning for sequential decision-making. Students learn to develop algorithms for solving complex decision scenarios, with a focus on ethical considerations and practical applications in AI.
Specialisation 2 Software and Systems	
SPSI311 Systems working together, APIs	This unit covers system integration principles and the role of Application Programming Interfaces (APIs) in facilitating collaboration between software and hardware components.



	Students learn to design and implement APIs, preparing them for careers in software development and integration.
SPSI312 User Experience (UX)	This unit focuses on designing user interfaces to create exceptional user experiences. Students learn the principles of good design and develop user-centric interfaces through practical projects, preparing them for roles in UI/UX design.
SPSI313 Transitioning Architectures and Systems	This unit explores strategies for adapting existing systems to emerging technologies like IoT, Blockchain, Cloud Computing, and AI. Students learn to integrate these technologies into current frameworks, preparing them for roles in future-proofing IT architectures.
SPSI314 Cybersecurity in the Enterprise	This unit provides a comprehensive exploration of cybersecurity, focusing on risk assessment, network security, and incident response. Students gain practical skills in designing and implementing security strategies, preparing them for roles in safeguarding digital assets in enterprises.

4. Postgraduate Course – Master of Information Technology and Innovation

The Master of Information Technology and Innovation (MITI) program is designed to equip you with advanced knowledge and skills in technology and innovation, meeting the requirements for graduate employment in this dynamic field. The course builds a robust foundation in core disciplines of technology and related systems, with a strong emphasis on advanced areas such as data science, software development, and cybersecurity. You will become equipped with innovative methods to enable them to foresee technology requirements and develop applications, frameworks, products, and services in cutting-edge areas such as artificial intelligence, cybersecurity, data science, and internetworking.

Characterised by innovative foundation and application-level hubs, the program also includes two industry-focused capstone units. These capstone projects provide students with the opportunity to apply your advanced knowledge and skills to real-world projects, integrating and enhancing your learning throughout the program. This comprehensive approach ensures that graduates are well-prepared to excel in the rapidly evolving technology landscape

4.1 Course Details (MITI)

AQF Level of Qualification	9
Broad Field of Education	02 Information Technology
Course duration	Two years full-time equivalent study.
Credit points (CP) required to earn the award	160 CP
Course Rules	Complete a minimum of 160 Credit Points as specified in the Master of Information Technology Course Structure, comprising 16 units of 10 credit points each.

Indicative student workload	For full time study across two teaching periods with approximately four units of study per semester is approximately 21 hours per week per 16-Week semester. This is based on 9 hours face-to-face on campus study, and 12 hours of self-directed/private study.
Recognition of Prior Learning (RPL)	Students who are granted RPL may be entitled to a reduction in course duration and associated tuition fees. Students will be formally notified of any adjustments to their course enrolment and fees.

4.2 Career Opportunities (MITI)

MITI graduates are empowered to lead cross-functional teams, manage innovation at scale, and deliver digital transformation across industries globally. The MITI focuses on:

- Strategic technology leadership
- Innovation portfolio management
- Advanced integration of emerging technologies
- Translating complex business challenges into digital solutions

Global Employability

MITI graduates should possess the advanced skills and knowledge to:

- Lead innovation portfolios across enterprises
- Design and implement digital transformation strategies
- Manage enterprise-wide IT solutions
- Work globally across business, policy, and technology intersections
- Create sustainable, inclusive innovation outcomes

Profile of a MITI Graduate

A typical MITI graduate is a technology leader and innovation strategist with:

- Expertise in AI, cloud, cybersecurity, enterprise systems, and data architecture
- Proficiency in systems thinking and design-led innovation
- Ability to lead cross-sector innovation initiatives
- Insight into ethical, social, and sustainability impacts of emerging tech

- Leadership of multi-disciplinary teams and innovation ecosystems

Where You Can Make an Impact

Graduates will thrive in diverse global industries, including:

1. Information Media & Telecommunications (ANZSIC: J)

- *Roles:* Innovation Lead, Digital Product Manager, Cloud Strategy Architect
- *Impact:* Lead product innovation, build scalable platforms, and commercialise digital IP.

2. Professional, Scientific & Technical Services (ANZSIC: M)

- *Roles:* Technology Strategy Consultant, R&D Director, Innovation Lab Leader
- *Impact:* Deliver digital roadmaps, lead agile innovation teams, and align tech with business value.

3. Financial & Insurance Services (ANZSIC: K)

- *Roles:* Fintech Strategist, Blockchain Consultant, Digital Banking Product Lead
- *Impact:* Shape next-gen financial tools and navigate global regulatory innovation.

4. Education & Training (ANZSIC: P)

- *Roles:* EdTech Product Manager, Learning Innovation Consultant
- *Impact:* Lead AI-powered education innovations and large-scale platform deployments.

5. Health Care & Social Assistance (ANZSIC: Q)

- *Roles:* Digital Health Innovation Manager, HealthTech Architect
- *Impact:* Oversee national eHealth systems and drive AI diagnostics and patient engagement tools.

6. Public Administration & Safety (ANZSIC: O)

- *Roles:* e-Government Strategist, CIO (Public Sector), Digital Policy Advisor
- *Impact:* Lead government digital reforms and set cyber and data governance standards.

7. Retail Trade (ANZSIC: G)

- *Roles:* Omnichannel Strategy Manager, Retail Innovation Director
- *Impact:* Drive data-led innovation, retail platform design, and customer analytics.

8. Manufacturing (ANZSIC: C)

- *Roles:* Smart Manufacturing Lead, IoT Product Manager
- *Impact:* Implement advanced automation and Industry 4.0 systems with sustainability goals.

9. Mining & Resources (ANZSIC: B)

- *Roles:* ESG Tech Strategist, Remote Operations Manager

- *Impact:* Lead multi-site tech integration and reduce environmental impact through innovation.

Graduate Roles and Pathways

Common ANZSCO Codes:

- 135112 – ICT Project Manager
- 261111 – ICT Business Analyst
- 261313 – Software Engineer
- 261112 – Systems Analyst
- 261212 – Web Developer
- 261211 – Multimedia Specialist
- 135199 – ICT Managers (nec)

Industries and Employers:

- Tech firms: *Atlassian, Canva, IBM*
- Consultancies: *Accenture, Deloitte, EY*
- Public sector innovation labs
- Financial institutions and fintech startups
- Health and education sectors
- Entrepreneurial and startup ecosystems

Progression Pathways:

- Chief Technology Officer (CTO)
- Innovation Manager or Director
- Digital Transformation Lead
- AI/Data/Blockchain Strategy Consultant
- Product or Program Manager
- Founder of a tech venture
- Advanced research or doctoral study

4.3 Admissions Criteria (MITI)

Prospective students must:

- Have attained 18 years of age on commencement of studies.
- Have Australian Bachelor degree qualifications in a cognate discipline; or
- International bachelor qualifications or equivalent in a cognate discipline listed at <https://www.uac.edu.au/future-applicants/postgraduate-applicants>; or
- Have work experience in a relevant cognate field for a minimum of two years and completed within the last three years.



- For applicants applying with Bachelor degrees, or work experience in a non-cognate field) provide an additional personal written statement outlining how their formal studies and work experience has provided them with sufficient learning as to be able to reach the entry standards.
- Any credit will be granted under the Recognition of Prior Learning (RPL), [Recognition of Prior Learning etc Policy and Procedures](#).
- The Admissions criteria for the MITI are described in the [Admissions and Enrolment Policy and Procedure](#).

4.4 English Language Requirements for Admission (MITI)

International students whose first language is not English must demonstrate competency in the English Language. These English Language Requirements are also specified in the [Admissions and Enrolment Policy and Procedure](#).

English requirement	Postgraduate
International English Language Testing System IELTS* (ACADEMIC only; GENERAL not accepted)	Minimum overall of score 6.5 with no band less than 6.0
Test of English as a Foreign Language TOEFL* (Internet Based Test)	Minimum overall score of 79 with no band less than: <ul style="list-style-type: none">• Listening – 19• Speaking – 19• Reading – 18• Writing – 23
Cambridge English: Advanced CAE*	Minimum overall score of 176 with no band less than 169

* Results for IELTS, TOEFL, PTE (Pearson Test of English), and CAE (Academic and Cambridge English: Advanced) are valid for two years

4.5 Master of Information Technology and Innovation Course Structure

Unit Code/ Unit Title	What will you learn?
First Year of Course	
MIT401 The Mathematical Basis of Information Technology	This unit covers essential mathematical principles in IT, including discrete mathematics, linear algebra, and probability theory. Students learn to apply these concepts in areas like algorithms, cryptography, data analysis, and computer graphics, building a foundation in mathematical reasoning and problem-solving critical for IT success.
MIT402 Implementing Organisational Change Strategies	This unit explores theories, frameworks, and strategies for driving successful organisational change. Students study organisational dynamics, change management processes, and leadership principles, developing skills to diagnose challenges, create change plans, and implement transformative initiatives for organisational growth and sustainability.
MIT403 Masters Innovation Hub 1	Focused on "Digital Transformation," this project-based unit allows students to work on real-world IT and innovation projects. Through collaboration and hands-on experience, students develop skills in project management, problem-solving, and innovation, leveraging resources like the Innovation Labs.
MIT404 Advanced Computer Networking and Communication Technologies	This unit explores advanced concepts in modern communication networks, including network protocols, wireless communication, and IoT technologies. Through theoretical study and practical projects, students gain an understanding of networking technologies and their impact on various industries.
MIT407 Advanced Programming in Python	This unit delves into advanced Python programming, covering topics like optimisation, concurrency, and memory management. Students gain expertise in using Python libraries and frameworks, mastering skills necessary for complex problem-solving and developing scalable, efficient solutions.
MIT405	Focused on digital-age project management, this unit covers agile methodologies, digital project planning, and emerging technologies like AI and blockchain. Students engage in hands-on

Unit Code/ Unit Title	What will you learn?
Project Management in the digital age	projects, developing skills to lead digital projects in today's dynamic, technology-driven business environment.
MIT408 Advanced Interaction Design	This unit focuses on user experience (UX) in interaction design, emphasising the importance of UX in technology adoption. Students learn to apply UX principles to create competitive and effective digital products, exploring the challenges and nuances of designing user-centric experiences.
MIT409 Business Intelligence	This unit examines the role of information systems in business, focusing on knowledge management, system development methodologies, and business intelligence. Through project-based assignments, students learn to design systems that provide valuable insights and support informed decision-making.
Second Year of Course	
MIT520 IT Supply Chain Management & Stakeholder Dynamics	This unit explores the complexities of IT contracts and outsourcing, covering topics like collaborative ventures, support arrangements, and contractor engagements. Students develop skills to effectively plan and assess their roles in client-vendor relationships, understanding when to seek professional guidance.
MIT521 Masters Innovation Hub 2: Project Delivery in the digital age	Building on the first Innovation Hub, this unit focuses on project delivery in the digital age. Students work on real-world IT projects, developing skills in project management, communication, and innovation, with a focus on practical application in digital transformation contexts.
MIT501 Masters Capstone Proposal	This preparatory unit equips students with the skills needed for their Masters Capstone Project. Through lectures, workshops, and hands-on activities, students learn project management, research methodologies, and technical proficiency, developing a well-defined project plan for their capstone journey.
MIT502 Masters Capstone Project	The Masters Capstone Unit is the culminating experience of the programme, where students integrate and apply their advanced knowledge and skills in Information Technology and data analysis to real-world projects. This unit emphasises hands-on learning, requiring students to collaborate on complex IT projects, develop innovative solutions, and address industry-specific challenges using advanced statistical methods and programming tools.

Unit Code/ Unit Title	What will you learn?
Specialisation 1	See unit description below
Specialisation 2	See unit description below
Specialisation 3	See unit description below
Specialisation 4	See unit description below
Specialisations (4 units)	
Specialisation 1 – Data Analytics	
MIT503 Principles of Data Analytics	Introduces data analytics concepts, ethical considerations, and data analysis methodologies using tools like Python's NumPy and Pandas.
MIT504 Statistical Methods for Data Analysis	Covers statistical data analysis techniques, including hypothesis testing and regression analysis, with practical applications in R and Python.
MIT507 Data Mining and Machine Learning	Explores data mining, machine learning, and feature extraction, with hands-on projects using tools like TensorFlow and RapidMiner.
MIT508 Big Data Analytics and Technologies	Focuses on big data processing pipelines, machine learning, and tools like Hadoop and Kafka, with practical experience in handling large datasets.
Specialisation 2 – Software Engineering	
MIT505 Introduction to Web Development	Covers core web development principles, including HTML, CSS, and JavaScript, with a focus on static web pages and client-side scripting.
MIT506 Backend Development	Delves into server-side logic, database integration, and API connectivity, equipping students to build scalable and secure backend systems.
MIT509 Frontend Frameworks	Focuses on building responsive, interactive web applications using modern frontend frameworks, emphasising user engagement and reusable UI components.
MIT510 Database Management and SQL	Provides a deep understanding of database management and SQL, including relational databases, querying, and database normalisation.
Specialisation 3 – Cyber Security (CS)	



Unit Code/ Unit Title	What will you learn?
MIT511 Network Security	Introduces principles and practices of securing computer networks, covering firewalls, VPNs, and secure communication protocols.
MIT512 Cryptography and Secure Communications	Delves into cryptography, covering encryption methods, hashing, digital signatures, and secure communication channels.
MIT513 Ethical Hacking and Penetration Testing	Explores ethical hacking methodologies, penetration testing, and vulnerability assessment, with a focus on legal and ethical frameworks.
MIT514 Cybersecurity Risk Management	Focuses on cybersecurity risk identification, assessment, and management, with skills in risk analysis, threat modelling, and incident response planning.



5. Fees, Scholarships, and Financial Support

At CITI, we are committed to making your educational journey as accessible and rewarding as possible. Understanding the financial commitment involved in higher education, we have structured our fees and support options to offer flexibility and assistance. Please refer to the Awards, Scholarships, and Prizes Policy and Procedures.

5.1 Tuition Fees

We are committed to providing transparent and accessible pricing for all our students. Course fees are designed to cover the cost of your education, including tuition, course materials, and access to a range of Student Services. For domestic students, you may be able to apply for a payment plan. For international students, fees are typically paid upfront for each semester. International students are also responsible for any visa-related costs, which may vary based on the duration of their course and their individual circumstances. Detailed fee information is available upon request, and our Accounts team is happy to assist with any questions you may have regarding payment options, refund policies, or financial assistance. Please contact accounts at students@citi.nsw.edu.au.

5.2 Your Fee Statement

Your Fee Statement outlines the total tuition fees for the current term, any Commonwealth Support or government funding, and your remaining balance. It is issued at the beginning of each teaching period and is accessible through your student portal. The statement provides detailed information on your fees, including any applicable payment deadlines, and any outstanding amounts that need to be paid. If you have any questions regarding your Fee Statement, please contact Accounts at students@citi.nsw.edu.au or refer to the payment instructions provided in the statement.

5.3 Tuition Fee Increases

To ensure the continued delivery of high-quality education, student services, and campus facilities, CITI may under the direction of the Board of Directors, increase your tuition fees.

This increase reflects adjustments in operational costs and supports ongoing investment in teaching and learning. You will be notified in writing by email and via our website at least three months in advance of any changes. For more information or assistance with understanding your tuition and financial commitments, please contact Student Services.

5.4 Course and Unit Fees

Course Name	Duration	Unit Fee	Annual Fee	Course Fee
Bachelor of Information Technology and Innovation (BITI)*^	3 years full time (8 units per year)	\$2,800	\$22,400	\$67,200
Master of Information Technology and Innovation (MITI)*^	2 years full time (8 units per year)	\$3,200	\$25,600	\$51,200

* Students granted Recognition of Prior Learning (RPL) will receive a reduced course fee, with the amount of reduction determined by the volume of credit awarded.

^ International Students who have been awarded for Recognition for Prior Learning (RPL) and are transferring from another provider will have a reduced course duration

5.5 Current Non-Tuition Fees

List of fees as of 2026. All fees are in Australian dollars (\$AuD).

Item	Fee
Undergraduate Unit (Tuition Fee per unit)	\$2,800
Undergraduate Course (Tuition Fee per course – 24 units)	\$67,200
Postgraduate Unit (Tuition Fee per unit)	\$3,200
Postgraduate Course (Tuition Fee per course – 16 units)	\$51,200

Item	Fee
Enrolment Fee (includes credit transfer assessment if relevant)	\$250
Materials Fee (annual)	\$400
Revised CoE – International Students only (second or subsequent CoE's issued for any reason including deferment)	\$150
Reinstatement of Enrolment Fee – International Students only	\$250
Credit Transfer Re-assessment – Domestic students after Census Date	\$100
Simulation software licence fee (if applicable)	At cost set by the software provider (indicative cost – \$90.00 in 2026)
ID Card Replacement	\$20
Late Payment Fee	\$100
Late withdrawal fee – International Students only	International Student Refunds
Replacement Testamur	\$100
Interim Official Transcript (Current and Incomplete)	\$25
Replacement Completion Letter	\$10
Replacement Official Transcript (Completed)	\$15
Replacement Cross-Institutional Transcript	\$15
Reference Letter	\$15
Library Overdue Penalties	\$20
library lost or damaged Item	\$2 per day
Additional Printing	20c per single sided page

5.6 Payment of Fees

At CITI, we provide flexible payment options to help you manage the cost of your education with confidence. Tuition fees are calculated per unit, giving you control over your study load and financial planning.



5.7 Payment Options

For Domestic Students:

- **Upfront Payment** via credit card, bank transfer, or BPAY
- **Instalment Plans** (monthly or block-based) – subject to approval

For International Students:

- **Upfront Payment** via international bank transfer, credit card, or PayPal
- **Payment Plans** for remaining fees after confirmation deposit – available upon request
- **Confirmation of Enrolment (CoE)** issued upon payment of the initial deposit.

We are here to support you through the fee payment process and to answer any questions you may have about your fees. Please contact Accounts [Accounts Contact form] or refer to the payment instructions in the Payment Information Brochure.

5.8 Scholarships and Financial Aid

CITI is committed to providing inclusive, accessible, and supportive pathways into higher education. If you have any questions about our current and upcoming scholarships please contact Student Services at students@citi.nsw.edu.au.

Academic Achievement Scholarship (Undergraduate)

This scholarship rewards outstanding academic performance and is valued at AUD \$4,000 per enrolment year (AUD \$500 per unit, up to 8 units annually).

To be eligible, students must:

- Successfully complete 8 units at CITI
- Achieve a GPA of 5.5 or higher across those 8 units
- Maintain the required GPA each year to continue receiving the scholarship.

The scholarship is awarded at the end of each semester, once grades are confirmed. It is paid in cash and cannot be deferred, transferred, or applied retroactively. Students enrolled in more than 8 units per year will not receive additional scholarship funds.

Priority Scholarships for Equity Groups

Our Priority Scholarships for Equity Groups are designed to empower students from underrepresented backgrounds, such as Aboriginal and Torres Strait Islander peoples, students from low socioeconomic backgrounds, regional and remote communities, students with disabilities, non-English speaking backgrounds, and women in non-traditional fields of study.

These scholarships aim to reduce financial barriers, foster diversity, and support academic and personal success. Scholarships may include fee reductions, tuition support, or direct financial assistance, along with access to tutoring, mentoring, and professional development opportunities. Eligibility is based on enrolment status, equity group membership, demonstrated financial need, and academic potential. All applications are holistically reviewed by the Learning and Teaching Committee, with final approvals endorsed by the Dean and CEO.

Priority Scholarships at CITI offer more than just financial support. Recipients may benefit from:

- **Fee reductions, fee waivers, or cash support** to help cover tuition, textbooks, and study costs
- **Academic support services** such as tutoring, mentoring, and preparatory programs
- **Professional development opportunities** including internships, workshops, and networking events
- **Recognition for your achievements** at an official awards ceremony, and the chance to be featured on the CITI's website (with your consent).

These scholarships are designed to empower you academically, professionally, and personally, helping you reach your full potential.

Upcoming Scholarships

Information about upcoming scholarships is available on our website.

5.9 Awards and Prizes

At CITI, we believe in recognising and celebrating our students' hard work, academic excellence, and innovative thinking. Through a range of prizes and awards, we honour high achievement, outstanding leadership, and commitment to future-focused

learning. Whether it is a Dean's commendation, a cash prize, or a place on the Dean's List, these honours acknowledge our students' dedication and inspire others to aim high. Successful students will be notified by CITI of their awards and prizes and celebrated at the annual Awards and Prizes evening.

Letters of Commendation

- **Dean's Letter of Commendation**

Awarded each semester to students who achieve a GPA of 5.5 or higher.

Prizes and Academic Honours

- **Dean's List (Undergraduate)**

Awarded annually to students in the top 10% of their course cohort.

- **Institute Medal – AUD \$1,000**

Awarded to any undergraduate who receives distinctions or higher in all units completed at the Institute.

- **Dux of the Institute – Undergraduate – AUD \$1,000**

Awarded to the undergraduate with the highest GPA over their course at the Institute.

- **Dux of the Institute – Postgraduate – AUD \$1,000**

Awarded to the postgraduate with the highest GPA over their course at the Institute.

- **Specialisation Award – Undergraduate – AUD \$500**

Awarded to the top student in each undergraduate specialisation.

- **Specialisation Award – Postgraduate – AUD \$500**

Awarded to the top student in each postgraduate specialisation.

Innovation and Leadership

- **Best Capstone Project – Undergraduate – AUD \$500 (individual) or AUD \$250 per team member**

Awarded to students who demonstrate innovation, leadership, and future thinking in their final capstone project.

- **Best Capstone Project – Postgraduate – AUD \$500 (individual) or AUD \$250 per team member**

Awarded for excellence in postgraduate capstone projects, with a focus on innovation and leadership.



**Central Institute
of Technology
+ Innovation**

5.10 Payment Plans

Understanding that financial circumstances vary, we offer flexible payment plans to help manage your tuition fees. These plans allow you to spread the cost of your studies over manageable instalments, easing the financial burden. To learn more about our payment plans and how to apply, please contact Student Services students@citi.nsw.edu.au. At CITI, your success is our priority. We are here to support you every step of the way, ensuring you have the resources and financial support needed to excel in your studies.

6. Student Services and Support

At CITI, we celebrate cultural diversity, inclusivity and provide opportunities for all students to take part in community and social activities. We have a vibrant social calendar, programs to promote student leadership, and activities to support community engagement.

6.1 Our Student Services Team

Our Student Services Team can assist you as an advocate, mediator, or support person with any issues you may encounter during your studies. There is also a counselling service available for assistance with any personal issues you may experience while in Australia.

6.2 Student Orientation Program

Our orientation program is designed to warmly welcome you and provide vital information and activities to ensure a successful study experience at CITI. Attendance at these sessions is strongly encouraged, as they offer insights into the institute, your courses, study tips, and essential support services. You will have the opportunity to meet teaching and support staff, learn about academic and personal support, familiarise yourself with campus life, and receive valuable tips on Sydney and its surroundings.

Your success is our priority. Our interactive program empowers you with the knowledge, resources, and support needed to excel in higher education. Attendance in the week before your formal study period starts is called O-Week (Orientation Week) and it is compulsory to ensure a smooth transition into academic life.

We ensure that all students have access to quality of education, support, and resources to enable your success. We provide a welcoming, inclusive, and supportive environment for all.

If you cannot attend our on-campus Orientation Day, due to extenuating or special circumstances, please let us know so that we can provide you with online assistance to make sure you are ready to start your studies with your classmates in Week 1.

6.3 Personal Support

We understand that sometimes the things happening in your life can interfere with your studies and you may need help from time to time dealing with personal issues. From helping you find accommodation to dealing with the personal and emotional challenges of studying far from home and family, in an unfamiliar environment. We have a dedicated Student Services Team whose role is to help you with these issues. This may involve helping you discuss this with your lecturer or tutor. In some cases, we may suggest putting you in touch with professionals who work with the Institute on helping students with such matters.

Student Services can be contacted by email at students@citi.nsw.edu.au or by phone on 61 (2) 8806 1585. Alternatively, you can go to their office for a private conversation. Your contact will be treated confidentially in all cases, and you will always make the final decision on the best course of action for you.

The Institute [Student Support Policy and Procedures](#) provides full details of the help which is available to you.

6.4 English Language and Academic Support

The Institute is committed to helping students from diverse backgrounds succeed. A range of support services is available to strengthen English language skills, academic abilities, and overall confidence. The Learning & Teaching department provides free and confidential learning support for any student that needs assistance. You can get help or ask for advice on:

- Research skills
- Referencing
- Presentation skills
- Essay and report writing
- Exam strategies
- Critical thinking

- Academic integrity, plagiarism
- Plus, many other study-related issues!

All first year Bachelor students are also eligible to attend free study skills workshops in the first semester of study. In O-week, you will do a short diagnostic test, Post-Enrolment Language Assessment (PELA) so that we can see your language skills levels and provide you with any assistance you might need. Read more in the Library and Learning Resources Policy and Procedures.

If you ever feel that you need any assistance, please speak to your lecturer and/or the Learning & Teaching team so that we can help you meet your study requirements.

Key Support Services Include:

- **Innovation Hubs:** Embedded academic and English language support directly linked to your course learning activities.
- **Targeted Workshops:** Semester-long workshops on academic writing, assessment preparation, research, and communication skills.
- **One-to-One Consultations:** Personalised support appointments, bookable via the Learning Management System (LMS).
- **Academic Resources:** Self-paced guides, templates, and study materials to complement workshops and consultations.
- **Early Identification:** Post-Entry Language Assessment (PELA) to identify areas for support early in your studies.
- **Support for At-Risk Students:** Proactive contact and personalised support plans if a student is experiencing difficulties.
- **Additional Services:** Learning and Teaching team guidance, Academic Skills Hub, Student Services, and Careers Hub support.

Engaging with these services early helps ensure academic success and supports progression throughout your course. Students are encouraged to take advantage of the resources available and to reach out whenever they need assistance.

6.5 Library and Resources

Contact our Library Support for personalised information. You also have access to an extensive selection of online resources. As a student, you can freely use subscriptions to a range of online databases.

6.6 Managing your Study Load

If your circumstances change (for example through illness) and you are having difficulty with your study load, please contact Student Services at students@citi.nsw.edu.au, by phone on 61 (2) 8806 1585. Student Services can give you advice as to the options available, which may involve discussions with the Department of Immigration and Homeland Affairs about your visa conditions if you are an international student.

6.7 Missing a Lecture or Tutorial

If you miss a lecture or tutorial for any reason, please advise Student Services and your lecturer / tutor, and provide any appropriate documentation (see Forms and Policies on the Learning Management System). Be sure whenever possible to let your lecturer or tutor know in advance by email if you will not be able to attend a scheduled class.

6.8 Emergencies

For Ambulance, Fire department or the Police you must call 000

Triple Zero 000 is Australia's national emergency number.

When you call, you will need to let the operator know which emergency service you require.

6.9 Mental Health and Wellbeing

If you or anyone you know need help:

- [Suicide Call Back Service](#) on 1300 659 467
- [Lifeline](#) on 13 11 14 Provides all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Lifeline's services are available through telephone or online chat.
- Aboriginal & Torres Strait Islander crisis support line [13YARN](#) on 13 92 76



- [Beyond Blue](#) on 1300 224 636 Offers online and phone support, information, and resources for young people dealing with depression, anxiety, and other mental health issues.
- [Hedspace](#) on 1800 650 890 This national youth mental health foundation provides mental health and wellbeing support, information, and services to young people aged 12 to 25 years. There are several Hedspace centres located around Sydney.
- [ReachOut](#) via their online chat
- [MensLine Australia](#) on 1300 789 978
- [1800RESPECT](#) on 1800 737 732

6.10 Health Services

You have access to a safe and healthy learning environment as a student, and your wellbeing is paramount to us while you are living and studying here in Sydney.

- Visit: internationalstudents.health.nsw.gov.au
- Download [Emergency+](#) a free app developed by [Australia's emergency services](#) and their Government and industry partners. The app helps you to call the right number at the right time anywhere in Australia in case of an emergency. Save the app that could save your life.
- International students undertaking formal studies in Australia must obtain [Overseas Student Health Cover](#) (OSHC).

This insurance usually includes cover for:

- Visits to the doctor
- Some hospital treatment
- Ambulance cover
- Limited pharmaceuticals (medicines)

Students own OSHC provider will have a list of recommended clinics & providers.

For urgent non-life-threatening enquiries, there are after-hours home doctor services available:

- [13SICK](#) –13 74 25
- [13 Cure](#)– 13 28 73



6.11 Career Support Services

Our career services are designed to prepare students for the workforce and assist them in securing employment in your field. We offer a range of services including:

- **Career Counselling:** Students can receive guidance on choosing the right career path based on their interests, skills, and market demand. Our academic team and Learning & Teaching department help students understand various IT career options, what each entail, and which best align with their strengths and interests.
- **Resume and Cover Letter Assistance:** Our Learning & Teaching department conduct workshops and/or one-on-one sessions to help students create professional resumes and cover letters that highlight their technical skills and experiences relevant to IT roles.
- **Interview Preparation:** This can include mock interviews, question and answer sessions, and training on technical interviews, which are common in the IT industry. Students learn how to effectively discuss their skills, experiences, and projects.
- **Networking Events:** Hosting events such as career fairs, guest lectures, alumni panels, and networking meetups with industry professionals can be invaluable for students looking to make connections within the tech industry.
- **Job Boards and Recruitment Events:** Career services may offer access to exclusive job boards that list opportunities specifically in IT. hosts career fairs where students can meet potential employers.
- **Workshops and Seminars:** These might cover topics like advanced programming techniques, the latest technologies in the IT sector, certification courses, and trends in IT that could impact future careers.
- These services are tailored to equip students with the necessary tools and opportunities to successfully enter and navigate the competitive field of Information Technology.

6.12 Support for Students with Differing Needs

The Institute is committed to fostering an accessible and inclusive work environment that enables students with disabilities or caring responsibilities for a person with a disability to participate equitably in all aspects of Institute life. Students with a disability should contact Student Services to discuss the nature and extent of their

disability, including the functional limitations that it may pose, and to determine what, if any, supports or reasonable adjustments are required.

Please reach out to us so that we can advise you on what support services we can offer you and become familiar with our [Student Disability and Reasonable Adjustment Policy and Procedures](#).

6.13 Other Free Services

Sydney offers a variety of free support services available to you while you are off campus. These services aim to support you in various aspects of your student life, including legal issues, financial advice, and more.

Legal service:

- [Redfern Legal Centre](#): The International Student Legal Service NSW gives free, confidential legal advice to international students living in New South Wales.

You can receive advice by appointment on a Wednesday evening, either in person, by phone, or using video-link up. Redfern Legal Centre offers free legal advice to students, on various matters including housing, employment, and discrimination issues. To speak to someone using a free telephone interpreter, call the Translating and Interpreting Service first, on 131 450.

For more information for international students in your [language](#):

- [Legal Aid NSW](#): Offers free legal advice to students on matters such as housing rights, discrimination, employment disputes, and more. They often conduct workshops and clinics at various places.

Here's a list of some key free support services that you can access:

- [NSW Fair Trading](#): Provides information and advice on consumer rights, which can be particularly helpful for students dealing with accommodation, products, or service issues.
- [Financial Counselling Australia](#): Offers free, independent financial advice. This service can be particularly useful for students managing budgets, debts, and financial contracts.
- [The National Debt Helpline](#): A not-for-profit service that helps people in Australia tackle their debt problems. They offer free, independent advice.



- [Salvation Army](#) and [St Vincent de Paul Society](#): Both organisations provide a range of support services, including emergency relief, housing assistance, and budget counselling.
- [City of Sydney Community Services](#): Offers various programs and workshops that may be of interest to students, such as cultural events, community involvement opportunities, and health and wellbeing programs.

Please check these services online for the most accurate and up-to-date information, including how to access services during current public health guidelines.

If you need assistance or support with accessing any of these services, please contact our friendly Student Services team.

7. Course Progression, Leave of Absence, and Cancellation or Suspension of Enrolment

7.1 Unsatisfactory Progress

The Institute aims to support students in successfully completing their course. Students who do not meet course requirements may be placed on conditional enrolment or face other academic consequences.

When you may be considered at risk

- Failing more than 50% of your enrolled units in a year → Conditional enrolment the next year.
- Failing a unit for the third time → Conditional enrolment the next year.
- Failing at least 50% of units for two consecutive years → Suspension (6 months) or exclusion (12 months).

7.2 What Happens after Suspension or Exclusion

- You may re-apply to the Institute by submitting a request to the Registrar.
- Decisions will follow the Admissions and Enrolment Policy and Procedures.

Other circumstances

- The Dean may determine other situations as unsatisfactory progress.
- All such decisions are reported to the Academic Board.

Support available

- The Student Services Team is here to help you. Please contact our team if you have any questions about your enrolment.
- The Student Support Policy and Procedures explain proactive measures to help you succeed.

7.3 Deferment of Enrolment: Leave of Absence

Students may request a Leave of Absence if unable to continue studies temporarily due to circumstances beyond their control.

Key points

- International students must ensure leave does not affect visa conditions.
- Applications must be submitted in writing with supporting evidence.
- Each application is assessed fairly and documented.

Eligible grounds include

- Serious illness or injury (student or immediate family).
- Bereavement of a close relative.
- Compassionate or compelling circumstances (e.g., natural disasters, housing disruption, legal obligations).
- Academic or administrative reasons (e.g., unit unavailability, course delivery delays).
- Other exceptional circumstances deemed reasonable by the Institute.

Application process

1. Complete the Application to Amend Course Enrolment Status form.
2. Submit supporting evidence (e.g., medical certificate, official report).
3. Submit before the leave period begins, if possible.
4. Applications assessed by the Registrar or authorised delegate.

Approval

- Leave is generally granted after two semesters unless medical or compassionate grounds apply.
- Written notification includes duration, conditions for returning, and any impact on enrolment, progression, or visa compliance.

7.4 Attendance and Engagement

Regular attendance and participation are essential for success.

- Attendance is recorded for all classes, including online via the LMS.
- Logging into the LMS counts as attendance.
- Lack of engagement may result in being considered at risk of academic failure.
- Not submitting your assessments or attending class may lead to unit failure and impact course progression.

7.5 Support for “At-Risk” Students

The Institute actively identifies students at risk, especially during the first year.

Indicators of being at risk

- Frequent absence from classes.
- Not engaging with LMS.
- Poor performance in early assessments.
- Difficulties with English or Maths skills.

Support Process

Stage	What happens
Stage 1 – Early Identification	Staff may identify students at risk based on attendance, performance, or behaviour.
Stage 2 – Informal Support	One-to-one session with Director of Learning & Teaching, Student Services, Unit Coordinator, or Student Support Officer.
Stage 3 – Individualised Support	Tailored academic support, English/Maths support, special consideration, or course modifications. Actions documented.
Stage 4 – High-Risk Escalation	Extreme risk reported to Registrar and CEO for appropriate action.

7.6 The Difference between Financial and Academic “At Risk”

Students may be at risk for financial or academic reasons.

Financial Risk

- Non-payment of tuition or mandatory fees may lead to restricted access, suspension, or exclusion.
- The Institute monitors payments and provides reminders, payment plans, or deferment options.

Academic Risk

- Unsatisfactory engagement or performance may lead to additional support, tutoring, counselling, or formal warnings.
- Continued failure may result in reporting to PRISMS for overseas students.

Academic Risk Levels:

Level	Action
Level 1 – Initial	Notification of unsatisfactory engagement.
Level 2 – Continued	Follow-up warning; corrective action required.
Level 3 – Critical	Final notification; risk of unit failure or inability to progress.

7.7 Cancellation or Suspension of Enrolment

Enrolment may be cancelled or suspended for:

- Disciplinary reasons.
- Non-serious attempts at study (e.g., no attendance, no submissions, no LMS engagement, non-payment of fees).
- Students may appeal before any action is taken.

7.8 Reporting Unsatisfactory Progress (Overseas Students)

The Institute ensures overseas students comply with visa requirements and course progression.

- Students at risk receive formal intervention support.
- Continued unsatisfactory progress may be reported to PRISMS, with prior notification and appeals.
- All actions are documented securely.

7.9 Course Extensions

Domestic Students

- Extensions granted for illness, bereavement, academic or administrative issues, or other exceptional circumstances.
- Applications must include: request form, explanation, evidence, and revised study plan.

Overseas Students

- Extensions comply with ESOS requirements and are granted only when reasonable effort has been made.
- Grounds include compassionate/compelling circumstances, misadventure, or course delivery changes.
- Approved extensions updated in PRISMS to maintain visa compliance.

7.10 Appeals Prior to Reporting or Cancellation

- No reporting, suspension, or cancellation occurs until the internal appeals process is complete.
- Appeals may relate to conditional enrolment, suspension, or cancellation.

7.11 Consideration of Student Wellbeing

- Student wellbeing, safety, and fairness guide all enrolment and progression decisions.
- Compassionate or compelling circumstances are taken into account.
- Overseas students remain enrolled during appeals unless there is immediate risk to health or safety.
- Decisions are documented and communicated clearly, ensuring compliance with ESOS, National Code, and Threshold Standards.



8. Student Grievances, Complaints, and Appeals

The Institute is committed to providing a fair, safe, and supportive learning environment. If you are unhappy with any aspect of your experience, you have the right to raise a complaint or appeal without fear of disadvantage, discrimination, or retaliation. All complaints are taken seriously and handled in a fair, impartial, and timely manner.

8.1 What You Can Complain About

You may raise a complaint or grievance about academic or non-academic matters, including teaching, assessment, services, facilities, or decisions made by the Institute.

When making a complaint, you are expected to:

- Follow the complaint process outlined by the Institute.
- Respect confidentiality where required.
- Communicate in a courteous and reasonable manner.

8.2 Informal Complaints

Most concerns can be resolved quickly through an informal process.

- Informal complaints can be made within 12 months of the issue occurring.
- You can raise an informal complaint:
 - In person
 - By phone
 - By email
 - In writing
- Academic matters should be raised with the Dean
- Non-academic matters should be raised with Student Services

Staff will aim to resolve informal complaints as quickly as possible, usually within 20 working days. If the matter cannot be resolved informally, it may be referred to the formal complaint process. You will normally receive an outcome within 3 working days



of an informal complaint being investigated. More complex matters may take up to 5 working days, and you will be kept informed of progress.

8.3 Formal Complaints

If you are not satisfied with the outcome of an informal complaint, or if the issue is more serious, you may lodge a formal complaint.

- Formal complaints must be submitted in writing using the approved complaint form.
- Complaints should be lodged within 12 months of the issue occurring, or within a reasonable timeframe after an informal outcome.
- Your complaint should clearly explain:
 - What the issue is
 - How it occurred
 - Who is involved
 - What steps you have already taken
 - What outcome you are seeking
- Supporting documents should be included where possible.

The Institute will investigate formal complaints internally in a fair and impartial manner.

8.4 National Student Ombudsman

If your complaint reaches a grievance stage and you are not satisfied with the Institute's internal decision, you may contact the National Student Ombudsman (NSO). The NSO provides accessible, safe, and confidential services for all students. The NSO offers multiple channels for submitting a complaint, including the option to make an anonymous report.

Students may also contact the NSO for information and advice, particularly if they are unsure whether they wish to lodge a complaint.

The NSO can assist students:

- if they are dissatisfied with how a complaint has been handled by their higher education provider
- if they believe a decision has been made in error or that their higher education provider has acted unfairly

- if they are unable to make a complaint directly to their higher education provider

The NSO provides independent advice and guidance on the complaint process. Where the NSO is not the appropriate body to address a particular issue, a referral to a more suitable organisation will be arranged. To contact the NSO via phone please call **1300 395 775**. You can also make a complaint in person Monday to Friday between 10am to 4pm at the NSO Sydney, Level 20, 60 Castlereagh Street, Sydney. You can access more information on the NSO website (<https://www.nso.gov.au>)

8.5 International Students and Notification of Intention to Report

If the outcome of a complaint or appeal affects your Confirmation of Enrolment (CoE), the Institute is required to report the change through PRISMS, which may impact your student visa.

- You will be notified in writing if this occurs
- No changes to your enrolment will be reported until all internal appeals have been completed
- You have the right to appeal decisions relating to:
 - Conditional enrolment
 - Suspension
 - Cancellation of enrolment

You may also contact the Department of Home Affairs directly to discuss any visa-related implications.

9. Policies and Procedures

We provide a wide range of policies and procedures to guide and support students throughout their studies. These documents ensure that all students have clear information about their rights, responsibilities, and the services available to help them succeed. All policies and forms are available on the Learning Management System (LMS) and the Institute website. This makes it easy to access, download, and submit forms whenever needed. These policies are designed to help you navigate your studies effectively, access support when needed, and make informed decisions throughout your time at the Institute. In this section, some of the main policies and procedures that you will need to be familiar with are provided. For further guidance, the Student Services team is available to assist with any questions about policies, procedures, or forms.

9.1 Academic Integrity Policy and Procedures

We are committed to maintaining the highest standards of academic integrity. It is expected that all students:

- Avoid plagiarism by appropriately citing sources.
- Complete assignments independently unless otherwise specified.
- Refrain from any form of cheating during exams.

We provide you with an orientation module on Academic Integrity during O-Week, followed by ongoing online modules and workshops. If you ever have any doubts or questions about academic integrity issues, please speak to your lecturers and / or our Learning and Teaching team. Violations of academic integrity will be addressed according to our [Academic Integrity Policy and Procedures](#) which may result in a range of academic penalties.

9.2 Assessment Policy and Procedures

Our assessments are designed to evaluate your understanding and application of course learning materials and achieve learning outcomes. You will do a wide variety of assessment types, including quizzes, reports, projects, tutorial tasks, presentations,



case studies, simulations, exams, and more. Specific details regarding the assessments for each unit are outlined in the Unit Outline and Assessment Briefs, which your lecturers will go over in Week 1 of each unit.

You are expected to submit all assessments by the due dates. Extensions may be granted in cases of illness or emergency, subject to prior approval. We will clearly explain this process during your Orientation Day, and all necessary information and forms are on our Learning Management System. Read more about assessments in our [Assessment Policy and Procedures](#).

9.3 Student Grievances, Complaints, and Appeals Policy and Procedures

We aim to resolve any grievances that you may have fairly and promptly:

- Academic Grievances: Relate to course grades, instructor conduct, or other academic issues.
- Non-Academic Grievances: Cover issues such as bullying, discrimination, or services.

Our appeals process provides a mechanism for students to contest a decision they perceive as unjust. Detailed procedures for filing grievances and appeals can be found on our website, the [Academic Appeals Policy and Procedures](#), or [Student Grievances, Complaints, and Appeals Policy and Procedures](#).

9.4 Course Rules and Progression Policy and Procedures

The Course Rules and Progression Policy and Procedures outlines how students progress through their course and meet academic requirements. Students are expected to enrol in units according to their program structure, maintain satisfactory academic progress, and comply with course requirements. If difficulties arise, the Institute provides clear procedures for managing academic progression, leaves of absence, and support for students at risk. The policy also explains processes for complaints, appeals, and recognition of prior learning or advanced standing to ensure

fair and transparent outcomes. Students are encouraged to familiarise themselves with these rules to support successful course completion and to seek advice from Student Services or the Learning and Teaching team if needed.

9.5 Student Support Policy and Procedures

The Institute is committed to providing comprehensive support to help students succeed academically, personally, and professionally. This includes services such as academic skills support, English language assistance, wellbeing and counselling, career guidance, and learning resources. The Student Support Policy and Procedures outline how students can access these services, the responsibilities of both staff and students, and how support is provided fairly and confidentially. Students are encouraged to engage with available support early to enhance their learning experience and ensure successful course progression.

10. Campus Location, Facilities and Resources

Our campus is located in Surry Hills, which is conveniently located in the City of Sydney. We are only a couple of minutes away from Central Station. Surrounded by lively cafes, trendy shopping spots, and vibrant entertainment options, our campus offers more than just a top-notch education. Sydney, known its iconic Opera House, Bondi beach and breathtaking skyline, invites you to immerse yourself in its culture and beauty. Just steps away, you can explore the energetic waterfront scenes of Darling Harbour and Circular Quay, where you will find the majestic Harbour Bridge and the serene Royal Botanic Garden. Experience the best of city life and learning at CITI, where opportunities for both academic and personal growth know no bounds.

10.1 Our Location

The Institute is conveniently located next to Central Train Station, with easy access to trains, buses, and light rail. Just across the road is Prince Alfred Park, where students can enjoy a swimming pool, parklands, and walking tracks.

The surrounding area offers a variety of cafes, restaurants, and food outlets within a few minutes' walk, as well as fitness options including gyms, Pilates, and yoga studios. Our location combines excellent transport links with leisure and lifestyle amenities for a vibrant student experience.

10.2 Our Facilities

We have a modern, welcoming campus designed to support student learning and wellbeing. Students have access to:

- Student Lounge Area: A comfortable space to relax, socialise, or study between classes.
- Kitchenette: Equipped for preparing snacks or meals.



- Bathrooms and Accessible Toilets: Including facilities suitable for students with disabilities.
- Spacious, Well-Lit Learning Spaces: Classrooms and common areas benefit from lots of natural light and generous space to ensure a comfortable learning environment.

Our campus is designed to provide a safe, inclusive, and functional environment that encourages collaboration, relaxation, and effective study.

10.3 Our Independent and Collaborative Learning Spaces

Our campus is equipped with a computer lab, independent and collaborative study areas, a library, and learning resources. You are encouraged to make the most of these facilities to enhance your learning experience. Student resources include specialist IT computer labs, workshop areas, student breakout facilities, digital library, learning resources, and academic and learning support.

Our learning environment has the following features:

- An Academic Skills Advisor can help you develop your academic skills and techniques over your stay with us.
- If you are an International Student, you have the opportunity to practice your English in class to build your skills.
- We follow your progress and work with you early on areas where we think you can improve.
- We offer regular sessions where industry experts come in to share industry and career opportunities.
- We give you the opportunity to work with industry relevant, specialist computer hardware and technologies.

In addition, Citi offers an Innovation Hub that actively promotes creative invention and provides opportunities for all students to learn about innovative processes and gain critical thinking and strategic skills required for thriving in the future workforce.

Connect with a diverse and like-minded community to work and collaborate on your project, prototype, or idea. The Innovation hub ecosystem provides you with information and support to fuel your success.

10.4 Our Innovation Hubs

Our Innovation Hub units are project-based learning models. Students will collaborate on real-world Information Technology and Innovation projects, assuming responsibility for identifying project goals, project milestones, and project artefacts. Students will have the opportunity to engage with authentic problems, leveraging the resources of our Innovation Labs. Learning tasks are based on individual and team capabilities. Content integrates "Just in Time" teaching, covering professional communications and innovation theory.

10.5 IT Systems Access

It is important that you arrange for a student card and access to the Institutes online systems for student email, internet access, and access to the Student Learning System and Student Management System. These are all necessary for you as a student and are easy to arrange. During Orientation, you will be issued with your student card and systems access arranged at the same time.

10.6 IT-Support

You must have your own computer. We understand the importance of reliable IT support to enhance your learning experience and are here to assist you with any technical issues or questions you may encounter during your studies. Whether you need help to log onto the student portal, accessing online resources, troubleshooting, or navigating our learning management system, we are available to provide prompt and effective assistance. We strive to ensure that all students have access to the technology and resources they need to succeed academically, and we are committed to delivering reliable services to help you make the most of your educational journey. Your set up starts at your orientation.

11. Student Rights and Responsibilities

At CITI, you have extensive rights and obligations which apply to you as a student at the Institute. The [Student Code of Conduct Policy and Procedures](#) sets these out very clearly. Familiarise yourself with the policy to ensure you know your rights and of course know what is expected of you in return. This is called 'mutual obligation'. You have agreed to Code of Conduct when you enrolled with the CITI.

11.1 Expectations Regarding Behaviour

We uphold a set of expectations regarding student behaviour to cultivate a positive and respectful learning environment for all. We expect students to conduct themselves with integrity, honesty, and professionalism in all academic and social interactions. This includes demonstrating respect for fellow students, faculty, staff, and visitors to the campus. Students are encouraged to actively participate in class discussions, collaborate with peers constructively, and engage in academic activities with diligence and commitment. Additionally, we expect students to adhere to campus policies and regulations, including those related to academic integrity, attendance, and code of conduct. By upholding these expectations, students contribute to a culture of mutual respect, diversity, and inclusivity, fostering an enriching educational experience for everyone at CITI.

11.2 Code of Conduct

All students are expected to conduct themselves in a manner that reflects respect for peers, faculty, and staff. This includes adhering to the norms of academic integrity, respecting the institutes property, and participating in a constructive manner within the Institute community. Read more about the [Student Code of Conduct Policy and Procedures](#).



11.3 Academic Integrity

Academic integrity is paramount at CITI, and we expect all our students, and staff, to uphold the highest standards of honesty, fairness, ethics, and responsibility in their academic pursuits. This includes submitting original work, properly citing sources, and respecting intellectual property rights. Plagiarism, cheating, and any form of academic dishonesty are strictly prohibited and will result in disciplinary action. We provide you with an orientation module on Academic Integrity during Orientation week and ongoing online modules during your first year of studies.

Our Learning & Teaching department can also provide one-on-one sessions for students who need further assistance and support. Importantly, we also provide you with guidance and understanding of the ethical and professional use of Artificial Intelligence (A.I) tools for research and studies throughout your course. Focusing on not only what is inappropriate, but what is appropriate, ethical, and professional use of A.I tools.

Finally, you are encouraged to familiarise themselves with our [Academic Integrity Policy and Procedures](#) to ensure you understand their responsibilities as scholars. By maintaining academic integrity, students uphold the integrity of their education and contribute to a culture of trust, fairness, and excellence within our learning community.

11.4 Participation in the Educational Community

Active participation in the educational community is a core value at CITI. We encourage you to engage fully in your academic experience by attending classes regularly, actively participating in discussions and group activities, and seeking assistance when needed. Beyond the classroom, you are encouraged to take advantage of the various academic and extracurricular opportunities available, including workshops, seminars, and events. By actively participating in the educational community, you enrich their learning experience, build meaningful connections with peers and faculty, and develop essential skills for success both inside and outside the classroom.



11.5 Get Involved

Joining the Student Representative Committee (SRC) offers you a unique opportunity to actively shape student life and influence decisions that impact the entire campus community. As an SRC member, you'll develop leadership skills, collaborate with peers and faculty, and gain valuable experience in representing student interests. This role not only enhances your resume but also allows you to make meaningful contributions to the student body, ensuring that your voice is heard in shaping the future of the CITI. Make sure you fill out the surveys we give you about your units and teachers. And the general surveys about your student experience. They are very important for us in making your experience better and better.

We also encourage you to get involved in matters that affect you as students. Get involved in the Student Committee discussions or think about nominating to be the student representative. Find out more: [Student Representation, Participation, and Feedback Policy and Procedures](#).

At CITI, we also value students being able to talk in real time to fellow students on social media and share their experiences and ideas about improving this. We also provide you with the opportunity to talk directly to the Dean and the CEO on matters that affect you. Please take up these opportunities.

12. Health and Safety Information

Your safety is our highest priority. It is crucial that all students familiarise themselves with these emergency procedures to respond effectively in crisis situations. This section provides essential instructions for various types of emergencies. Always be prepared to act quickly and follow these guidelines. The more familiar you are with these procedures, the better prepared you will be to handle emergencies effectively. If you have any questions about these procedures or require further information, please contact the student services office.

12.1 General Guidelines on Health and Safety

1. **Stay Calm:** In all emergencies, remain calm. Panic can interfere with the safety procedures.
2. **Safety Signals:** Understand and follow the sound of alarms and signals. Different sounds may be used for different types of emergencies.
3. **Evacuation Routes:** Familiarise yourself with all evacuation routes and exits from your classrooms and other commonly used areas.
4. **Assembly Points:** Know the designated assembly points where you must gather after evacuating the building.
5. **Emergency Contacts:** Keep a list of emergency contacts, including local police, fire department, and medical services, easily accessible in your phone or wallet.

12.2 Specific Emergency Procedures

Regular drills will be conducted to ensure everyone is familiar with these procedures. Participation in these drills is mandatory for all students and staff.

Fire:

- Immediately trigger the nearest fire alarm.
- Evacuate the building using the closest safe exit.
- Do not use elevators.
- Once safe, call campus security and report the location of the fire.



Medical Emergency:

- Call campus staff or dial the local emergency number for immediate medical assistance.
- Do not move the injured person unless they are in immediate danger.
- Provide first aid if trained and it is safe to do so.

Severe Weather (e.g. storms, cyclones):

- Seek shelter in designated areas such as basements or small interior rooms on the lowest floor.
- Stay away from windows, doors, and outside walls.
- Remain sheltered until the severe weather has passed, and an all-clear signal is given.

Lockdown (intruder on campus):

- Lock or barricade doors, turn off lights, and silence mobile devices.
- Hide out of sight and keep quiet.
- Do not leave the safety of your location until notified by authorities that it is safe.

Earthquake:

- Drop to the ground, take cover under a sturdy desk or table, and hold on until the shaking stops.
- Stay indoors until the shaking stops and it is safe to exit.
- Be aware of aftershocks and proceed cautiously.

12.3 Campus Security

Ensuring the safety and security of all students on campus is a top priority at CITI. We are available to assist you in case of emergencies. Additionally, we conduct safety drills and provide comprehensive training to staff and students on emergency procedures, including evacuation protocols and first aid response. At CITI, we foster a culture of vigilance and mutual respect, encouraging you to report any safety concerns promptly. By working together and staying informed, we create a safe and welcoming campus community for everyone.

12.4 Wellbeing Resources

There are various services available to ensure a positive and enriching experience. These resources include counselling services, where trained professionals offer confidential support for mental health concerns, academic stress, and personal challenges. Additionally, we offer workshops and seminars on topics such as stress management, cultural adjustment, and maintaining a healthy lifestyle. Beyond campus, international student associations and community organisations provide opportunities for social connection, cultural exchange, and peer support. It is also essential for students to familiarise themselves with healthcare services in Sydney, including access to medical clinics, hospitals, and emergency assistance. By utilising these wellbeing resources, international students can navigate their study abroad journey with confidence and resilience. Reach out to your OSHC provider.



13. Contact Information

For any inquiries or assistance, contact student services who are readily available to support you. Our academic departments are equipped with knowledgeable faculty members who can address academic-related questions and concerns. Additionally, we provide support for various aspects of student life, including counselling, career guidance, and accommodation assistance. For administrative matters, our offices are accessible to help with enrolment, tuition payments, and other administrative tasks. Should you need to reach out to any department or office, you can find their contact details on www.citi.nsw.edu.au or directly inquire at our campus reception desk. At CITI, we are committed to ensuring that you have the resources and assistance you need to thrive academically and personally.

13.1 Our Office Hours

Our office hours are Monday to Friday 9am to 5pm. We are closed on Saturdays and Sundays and Public Holidays.

13.2 Our Contact Details

You are welcome to call, email, or visit us in person at our campus during office hours.

Phone: +61 8806 1585

Email: student@citi.nsw.com.au

Website: www.citi.nsw.edu.au

Address: Level 5, 136 Chalmers Street, Surry Hills, NSW, 2010

13.3 Student Feedback

We are committed to continuously improving the student experience. If you have feedback, suggestions, or ideas for improvements, please share them with us via our feedback form. You can also contact us by completing the online Student Services form or drop your feedback into our suggestion box which is at Student Reception.



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You will be asked to provide your name and student ID when you complete the feedback form. Providing your name and student ID allows us to tailor our response to your needs. However, you may also submit anonymous feedback by entering details such as “Anonymous” and anonymous@privacy.com.au. For formal complaints, please refer to the guidelines on Student Grievances, Complaints, and Appeals.

14. Information for International Students

At CITI, we understand the unique challenges that international students face when studying abroad, from adapting to a new culture to navigating academic expectations. Our dedicated support services are designed to help you every step of the way, ensuring a smooth transition and a rewarding educational experience. We are committed to creating an inclusive and welcoming environment where you can thrive academically and personally while pursuing your studies in Australia.

14.1 Student Visa Requirements

We do not give advice on student visas. You must have a valid student visa before you commence your studies with us. Remember that if you are an international student at CITI, you are permitted to enter Australia under student visa conditions which you **MUST** follow to remain a student. These conditions include for example the study load you must take, your attendance at classes, and the hours of employment you may take. These provisions are set out at the Commonwealth Department of Immigration and Home Affairs website at [Immigration and citizenship](#).

14.2 Student Accommodation: Your Home Away from Home

Ensuring you have a comfortable and secure place to call home while studying is crucial for your overall wellbeing and academic success. Fortunately, there are numerous accommodation options available for international students in Sydney. For a comprehensive overview of student accommodation options tailored to suit your needs, we recommend visiting the New South Wales Government's website. There, you will find valuable information and resources to help you explore various housing arrangements, including homestays, shared apartments, and private rentals.



Access the [New South Wales Government's Student Accommodation portal](#) to discover housing options that align with your preferences and budget. Whether you prioritise convenience, affordability, or a vibrant community atmosphere, you'll find valuable insights to guide your accommodation decisions. Remember, finding the right accommodation is essential for fostering a supportive environment conducive to your academic pursuits and personal growth. Take the time to research and explore your options to ensure you find a home away from home that meets your needs and enhances your overall student experience.

14.3 Cultural Adjustment Support

Adjusting to a new country and culture is a process known as "culture shock," which occurs gradually and requires time and effort to overcome. Understanding Australia's culture, people, and laws can greatly aid in this adjustment. You can explore these topics further on the Australian Government's website dedicated to Culture Shock (homeaffairs.gov.au).

Culture encompasses the beliefs, attitudes, and behaviours shared within a particular group. It encompasses various aspects such as language, locality, skin colour, religious beliefs, traditions, and values.

14.4 Coping with Culture Shock

Culture shock arises from the stress of meeting everyday needs in an unfamiliar environment, often due to a lack of cultural and social skills and knowledge. It is important to note that culture shock is not a breakdown of normal healthy psychological functioning.

Differences between your home culture and the new one can be challenging to navigate, leading to feelings of confusion, or being overwhelmed. Common triggers include disparities in language, religion, education, attitudes, climate, and cuisine. Remember, it is okay to feel hesitant or shy; you are not alone in this experience. If you need support, please do not hesitate to reach out to us in confidence – our friendly team are here to help you.

15. Cost of Living in Sydney

Gain a clear idea of typical living costs in Sydney so you can plan ahead and manage your budget with confidence.

15.1 Cost of Living Calculator

This tool is designed to help you estimate how much it could cost to have the lifestyle you choose in Australia. You can compare accommodation arrangements, transportation options as well as other lifestyle choices.

<https://costofliving.studyaustralia.gov.au/>

15.2 General Living Costs

Expense Category	Monthly Cost (AUD)	Notes
Food and groceries	\$1,000 – \$2,500	Shopping at supermarkets such as Coles, Woolworths, and Aldi, or fresh food markets like Paddy's Market, can help reduce costs.
Accommodation	\$980 – \$3,500	Costs vary depending on location, type of accommodation (shared housing, studio, student housing), and proximity to the CITI.
Transport	\$130 – \$800	Public transport in Sydney is convenient and affordable, with discounts available for students. Costs vary depending on travel frequency and distance. Rideshare services provide flexibility but are generally more expensive.
Mobile phone plan	\$30 – \$100	Prices vary according to data limits, call/text inclusions, and contract type. Prepaid plans offer flexibility, while postpaid plans may provide greater value for high-usage students.



Expense Category	Monthly Cost (AUD)	Notes
Gym membership	\$70 – \$100	Costs depend on location, facilities, and membership type. Many gyms offer student discounts. Many of the fitness facilities near the CITI also offer competitive student rates.
Lifestyle expenses	\$350 – \$650	Allow a budget for entertainment and social activities. Many venues, including cinemas, offer student discounts. You must always keep your student card with you for discounts.



16. Living in Sydney

Sydney is a vibrant, multicultural city with plenty to explore, from beautiful beaches and parks to restaurants, cafes, and cultural attractions. Students have access to excellent public transport, including trains, buses, and light rail, making it easy to get around. Whether you enjoy outdoor activities, socialising, or pursuing hobbies, Sydney offers a lively and engaging environment to complement your studies.

16.1 Prior to Arrival

Before arriving in Sydney, ensure you have all necessary documents ready, including personal identification like your passport, student visa, and driver's license. Do not forget your study documents such as the letter of admission offer, Confirmation of Enrolment (COE), and receipts for tuition fees and health cover payments. If applicable, bring evidence of recognition of prior learning for credit and any medical records or prescriptions you may need.

16.2 Time

Sydney operates on Australian Eastern Standard Time (AEST), which is GMT + 10 hours. During daylight saving time from October to March, it is GMT + 11 hours.

16.3 Luggage Allowance

Check with your airline for luggage allowances, typically 20kg for checked luggage and a 7kg carry-on bag. Book your flight to Sydney International Airport (SYD).



16.4 Arrival

Upon arrival, be prepared to present your completed Incoming Passenger Card, passport, and student visa at immigration. Have your letter of offer, electronic confirmation of enrolment, and evidence of financial support ready. Collect your luggage, proceed through Australian customs, and declare any prohibited items or goods according to [Australian Border Force guidelines](#).

16.5 Weather and Seasons

Sydney boasts a temperate climate, characterised by warm summers, mild winters, and relatively even rainfall throughout the year. Here's what you can expect from each season:

Summer (December – February)

Summers in Sydney are warm to hot, with temperatures often reaching highs of around 25–30°C (77–86°F). It is the perfect time to hit the city's famous beaches and enjoy outdoor activities like swimming, surfing, and picnics in the park. However, be prepared for occasional heatwaves and high humidity.

Autumn (March – May)

Autumn brings mild and pleasant weather to Sydney, with temperatures gradually cooling down from the summer highs. Days are usually sunny with average temperatures ranging from 18–25°C (64–77°F). It is a great time to explore the city's parks, gardens, and cultural attractions.

Winter (June – August)

Winters in Sydney are mild, with temperatures averaging around 8–17°C (46–63°F). While it is the coolest time of the year, snow is extremely rare, and most days are still sunny. Winter is perfect for exploring indoor attractions like museums, galleries, and cafes, although outdoor activities like coastal walks and whale watching are still enjoyable.

Spring (September – November)

Spring brings warmer weather and blooming flowers to Sydney, with temperatures ranging from 14–22°C (57–72°F). It is a vibrant time of year when the city comes alive with festivals, events, and outdoor markets. Spring is ideal for exploring Sydney's scenic walks, botanical gardens, and coastal trails.

Overall, Sydney's weather offers a pleasant mix of sunshine and mild temperatures throughout the year, making it an ideal destination for outdoor adventures and cultural experiences.

16.6 What to Wear

In Australia, casual attire is generally the norm, allowing for comfortable wear such as jeans and sports shoes. During the warmer months, lightweight clothing like shorts, skirts, T-shirts, and sandals are suitable, while cooler weather may call for warmer attire and a jacket. However, on occasions such as industry events, work, presentations, or graduation ceremonies, a more formal dress code may be expected, often requiring suits with ties or other professional attire in alignment with industry standards. Some venues may also stipulate closed-toe shoes. It is essential to stay informed about any specific dress requirements for different events and seek guidance from staff or peers when needed.

16.7 Public Transport

Sydney has a well-connected and easy-to-use public transport network, making it simple for students to get to campus, work, or explore the city. You can travel by trains, buses, ferries, and light rail, all accessible with a single Opal card, which can be topped up online or at stations. Many parts of the city are walkable, allowing you to enjoy parks, shops, and cafes on foot, while cycling is also a popular option with dedicated bike lanes and scenic routes along the harbour and through parklands. With so many transport options available, getting around Sydney is convenient, safe, and flexible for students.

16.8 Discover Stunning Harbors and Beaches

Sydney offers breathtaking natural beauty and a vibrant lifestyle, highlighted by its famous Sydney Harbour. Known for its crystal-clear blue waters, the harbour stretches over 200 km of shoreline, dotted with picturesque islands and dynamic waterfront events. Enjoy a variety of activities such as harbour cruises, sailing, and the spectacular New Year's Eve fireworks.

Sydney's beaches are central to the local lifestyle, with options ranging from the iconic Bondi Beach to the renowned surf spots of the Northern Beaches. Each beach offers a unique experience, from secluded coves near the harbour to stunning outdoor rock pools and scenic coastal walks like the Bondi to Coogee trail. Living in Sydney, you'll have the opportunity to explore the diverse coastal environments from Palm Beach down to Cronulla, embracing the quintessential Australian beach lifestyle.

16.9 At the Beach

Sydney's stunning coastline boasts some of the most beautiful beaches in the world, but it is essential to prioritise safety when enjoying these natural wonders. Here are some tips to ensure a safe and enjoyable beach experience:

- Swim between the flags: Many Sydney beaches have designated swimming areas patrolled by lifeguards. Always swim between the red and yellow flags, as these indicate the safest areas with lifeguard supervision.
- Check the conditions: Before entering the water, assess the beach conditions, including tide, currents, and wave size. Pay attention to warning signs and listen to lifeguard instructions.
- Stay within your depth: Only swim in areas where you can comfortably touch the bottom and avoid deep water if you are not a confident swimmer.
- Watch out for rips: Be aware of rip currents, which are powerful currents that can pull swimmers out to sea. If caught in a rip, stay calm, float, and signal for help. Swim parallel to the shore to escape the rip before returning to shore.
- Supervise children: always Keep a close eye on children and never leave them unattended near the water. Use approved flotation devices for young or inexperienced swimmers.
- Protect yourself from the sun: Apply sunscreen regularly, seek shade during the hottest part of the day, and stay hydrated to prevent sunburn and dehydration.
- Respect the ocean: Be mindful of wildlife, obey beach regulations, and dispose of litter responsibly to help preserve Sydney's pristine beaches for future generations.

By following these beach safety guidelines, you can enjoy all that Sydney's coastal playground has to offer while staying safe and responsible. For more information on



[beach safety](#) check out this website and consider downloading the '[Beach Safe app](#)' as well. Check out this video on [Water Safety](#) when swimming in Australia.

16.10 Native Wildlife and Safety

Australia is home to a wide variety of unique native wildlife. While many animals are harmless and can be enjoyed from a safe distance, some can be potentially dangerous.

Students should be aware of the following:

- Snakes, spiders, and insects: Some species are venomous. Avoid touching or approaching unknown animals.
- Marine life: When visiting beaches or waterways, be cautious of jellyfish, sharks, or other hazardous creatures.
- General wildlife: Kangaroos, possums, and birds are generally safe but should not be fed or approached closely.
-

Safety Tips

- Stay on marked paths when walking in parks or natural areas.
- Do not attempt to handle or feed wildlife.
- Seek advice from local authorities or guides if you encounter unfamiliar animals.
- In case of a bite or sting, seek medical attention immediately.

The Institute encourages students to enjoy Australia's wildlife responsibly and safely while respecting the environment.

16.11 Sun and Heat Safety

Australia is known for its strong sun, and exposure can lead to sunburn, sunstroke, and heatstroke. Students are encouraged to take precautions to protect their health.

Tips for Staying Safe in the Sun

- Wear sunscreen with high SPF, even on cloudy days.
- Wear a hat, sunglasses, and protective clothing when outdoors.
- Seek shade during the peak sun hours (10am–4pm).
- Stay hydrated by drinking plenty of water.



Recognising Heat-Related Illness

- Sunstroke / Heatstroke: Symptoms include dizziness, nausea, headache, rapid heartbeat, or confusion.
- Move to a cool, shaded area, drink water, and seek medical attention immediately if symptoms are severe.

Being sun-smart helps ensure you can enjoy your studies and outdoor activities safely throughout the year.

16.12 On the Road

When navigating roads in Australia, it is imperative to always prioritise safety. Here are some essential guidelines to follow:

- Drive on the left side of the road: In Australia, vehicles must drive on the left-hand side of the road. This is crucial to ensure smooth traffic flow and prevent accidents.
- Familiarise yourself with road rules: Take the time to learn and adhere to road, traffic, pedestrian, and parking regulations. Understanding these rules will help you navigate roads safely and responsibly.
- Buckle up: Always wear seatbelts while traveling in a vehicle, whether you are in the front or rear seats. Seatbelts are vital for protecting yourself in the event of a collision.
- Avoid drinking and driving: Australia has strict laws against driving under the influence of alcohol. The legal blood alcohol limit is 0.05, and law enforcement authorities rigorously enforce this rule.
- Do not use your phone while driving: Using a mobile phone while driving is illegal and highly dangerous. Keep your focus on the road and avoid distractions to ensure safe driving.
- Exercise caution: Be cautious when picking up hitchhikers and remain vigilant of your surroundings. Additionally, watch out for wildlife, especially when driving in rural areas, and use low beam lights during the day to enhance visibility.

By adhering to these road safety practices, you can protect yourself and others while traveling on Australian roads. Always prioritise safety and responsible driving to prevent accidents and ensure a safe journey for everyone.



16.13 Night Life and Going Out

Sydney boasts a vibrant and diverse drinking culture, offering a myriad of options to socialise and unwind. From chic rooftop bars with panoramic city views to cozy pubs nestled in historic neighbourhoods, there's something for everyone. Whether you are sipping on craft cocktails crafted by expert mixologists or sampling locally brewed beers at trendy breweries, Sydney's drinking scene is as eclectic as it is exciting. However, it is important to drink responsibly and be mindful of your limits, as alcohol-related incidents can occur. Always prioritise your safety and wellbeing and know that there are plenty of non-alcoholic options available if you choose to abstain. So, whether you are out for a casual drink with friends or exploring Sydney's nightlife, remember to enjoy yourself responsibly and make memories that will last a lifetime. Check out this short video from '[Insider Guides](#)' that discusses Australian 'drinking culture'.

16.14 A Multicultural Melting Pot

Spanning over 12,000 km² and encompassing over 500 unique suburbs, Sydney offers a plethora of diverse living options, each with its own distinct charm. As one of the most multicultural cities in Australia, Sydney boasts a rich tapestry of cultures and traditions, with a vibrant blend of residents from around the globe. Whether you are strolling through the bustling streets of Chinatown, savouring authentic Vietnamese cuisine in Cabramatta, or exploring the rich heritage of Little Italy in Leichhardt, Sydney's multiculturalism creates a dynamic and inclusive environment where you can forge connections, broaden your horizons, and immerse yourself in new experiences. With a welcoming spirit and a celebration of diversity at its core, Sydney invites you to embrace its multicultural tapestry and embark on a journey of discovery unlike any other.

16.15 A Culinary Journey Around the World

Sydney stands out as the premier Australian city for culinary adventurers and food enthusiasts. This vibrant city offers an array of global flavours right at your doorstep. We enjoy eating food from around the world, and near our campus you will find food from Japan, Thailand, Brazil, Malaysia, China, Nepal, India, Italy, Greece, Turkey, Lebanon, Korea, and Australia. For a taste of authentic Vietnamese cuisine, including



steaming bowls of pho, head to the suburbs of Marrickville or Cabramatta. If you are in the mood for Chinese, explore the offerings in Ashfield, Strathfield, Chatswood, or the bustling Chinatown where you can indulge in dumplings and fresh seafood. For those craving flavours from the Middle East, a short trip to Lakemba, Punchbowl, Granville, Auburn, or Cleveland Street in Surry Hills will satisfy your desires with dishes like crispy falafel, creamy garlic dips, and mouth-watering skewered meats. With Sydney's many diverse and lively neighbourhoods, you could spend months exploring the culinary delights and still find new tastes to experience.

16.16 Exploring Vibrant Weekend Markets

Sydney is renowned for its lively weekend markets, where shopping becomes an enjoyable adventure. Each market has its own unique charm and specialties. Visit the Glebe Markets for a fantastic selection of clothes and unique gift ideas. If you are interested in antiques and vintage clothing, the Rozelle Markets are the place to be. For those who appreciate handmade arts and crafts, the Rocks Markets offer a treasure trove of creative finds. Additionally, do not miss the Carriageworks Farmers' Market, known for its array of delicious local produce. Exploring these markets provides a snapshot of Sydney's vibrant community spirit and artistic flair.

16.17 Indulge in the Coffee Culture

Sydney's coffee scene is world-renowned. Whether you prefer a cozy laneway café or a sprawling industrial warehouse setting, Sydney has it all. Head to vibrant neighbourhoods like Surry Hills, Darlinghurst, Alexandria, and Newtown to experience some of the city's finest brews. From chic hole-in-the-wall cafes tucked away in laneways to expansive warehouse-style establishments, Sydney's coffee culture offers something for every coffee enthusiast.

16.18 Day Trips and Weekend Getaways

Embark on memorable day trips and weekend adventures departing from Sydney. From breathtaking natural wonders to picturesque coastal towns, there's no shortage of beautiful places to explore just a stone's throw away from the city. Plus, many



destinations are easily accessible by public transport, offering an affordable and convenient way to experience the best of New South Wales.

Blue Mountains

Experience the awe-inspiring beauty of the Blue Mountains, home to dramatic cliffs, lush forests, and cascading waterfalls. Embark on bushwalks to discover hidden gems and marvel at iconic landmarks like the Three Sisters rock formation, an emblem of this UNESCO World Heritage-listed region.

South Coast

Unwind on the pristine beaches and immerse yourself in the natural splendour of the South Coast. Spend a weekend exploring charming coastal towns, wandering along sandy shores, and discovering picturesque national parks brimming with native wildlife and scenic trails.

Hunter Valley

Indulge your senses on a wine tour of the Hunter Valley, renowned for its world-class wineries and stunning vineyard landscapes. Join guided tastings to sample award-winning wines, savory gourmet cuisine at local eateries, and soak in the serene countryside atmosphere.

Whether you are seeking adventure, relaxation, or a taste of local culture, there's a day trip or weekend getaway to suit every preference. Consult the New South Wales Government's resources for additional information on transportation options, accommodation recommendations, and must-see attractions in each destination. As you explore Sydney's surrounds, you'll quickly understand why the city consistently ranks among the world's most liveable cities. Take advantage of its proximity to diverse natural landscapes and embark on unforgettable adventures that will leave you refreshed, inspired, and eager for more.

16.19 Beware of Online Scams

In today's digital age, online scams have become increasingly prevalent, posing a threat to unsuspecting individuals. These scams can manifest in various forms, including scare tactic SMS and emails impersonating government entities, phishing texts and emails aimed at extracting personal information, and rental scams that deceive individuals into transferring bond money without viewing the property. It is



crucial to exercise caution and vigilance when encountering suspicious online communications or offers that appear too good to be true.

To safeguard yourself against falling victim to scams, approach any unsolicited tests or emails or offers with scepticism and caution. Refrain from clicking on unfamiliar links, providing personal information, or transferring funds without thorough verification. Always prioritise your privacy and security when engaging with online platforms. For more information on common types of scams to watch out for and guidance on what to do if you suspect you have been targeted, please visit [Scam Watch](#), [cyber.gov.au](https://www.cyber.gov.au) or [IDCARE](#) on 1800 595 160. Remember, staying informed and proactive is key to protecting yourself from online threats.

16.20 Ensuring your Safety

While New South Wales is renowned for its safety and security, it is crucial to prioritise your wellbeing during your time as a student. By taking simple precautions and staying informed, you can enjoy a safe and enriching experience in Australia.

The New South Wales Government offers valuable tips and resources on staying safe, covering a range of topics from personal security to emergency preparedness. Whether you are exploring the city, commuting to campus, or navigating unfamiliar surroundings, these resources provide practical advice to help you stay vigilant and protect yourself from potential risks.

Remember to always remain aware of your surroundings, trust your instincts, and avoid situations or areas that feel unsafe. By taking proactive measures and staying informed, you can make the most of your student experience while prioritising your safety and wellbeing.

For additional safety information and resources, refer to the [New South Wales Government's website](#) on student safety. Stay informed, stay safe, and enjoy your time studying At CITI.



17. Disclaimer

Please be aware that CITI reserves the right to adjust pathways, course availability, content, and fees at its discretion. While every effort is made to ensure that the information provided in this document is accurate and up to date, we cannot guarantee that courses will be offered exactly as described. Changes may occur due to regulatory requirements, resource availability, or other institutional considerations. For the most current information on course offerings, terms and conditions, fees, and specific dates and deadlines for the current academic year, please refer to our website or contact our admissions office directly. By enrolling in CITI program, students agree to adhere to all terms and conditions set forth by the institution.