

# AUSTRALIAN ADELAIDE INTERNATIONAL COLLEGE

## INTERNATIONAL STUDENT HANDBOOK



Australian Adelaide  
International College



STUDY IN AUSTRALIA

*Live. Learn. Grow.*

LEVEL 1, 135 PIRIE STREET, ADELAIDE, SOUTH AUSTRALIA 5000  
CRICOS NO: 03126F | RTO NO: 40328

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# WELCOME

Welcome to AAIC. This Student Handbook is designed to provide you with information on programs, services, policies and AAIC traditions, which will assist you in your ability to navigate your way to a successful study program. AAIC is confident that you will find the AAIC community to be an interesting place, filled with thoughtful, committed students, trainers and administration staff engaged in the best of college life. We understand that studying and living in another country is challenging and our trainers and support staff will support and assist you wherever possible.

We take great pride in preparing students for success in life as well as career by providing foundation of courses and programs that meet the rapidly changing demands of modern society. Our nationally accredited and internationally recognized study programs are designed to provide you with the knowledge and real-world skills necessary to achieve your academic and professional goals. Our diverse Adult vocational study and preparation programs are complemented by a wide range of learning opportunities that extend beyond the classroom into the local, national and international communities. Whatever program you select, you will encounter an atmosphere that is both nurturing and precise and you will have access to trainers, administration and support staff that are committed to your success.

In this handbook you will find relevant information to help you plan for your arrival, settle in, once you arrive here, and assist you with everyday study life within the College. International students have obligations under their student visa conditions and are required to abide by all the relevant policies and procedures of their education provider. This handbook is a source of information that you can refer to from time to time to assist you in your studies. So, it is important that you take good care of it. Information will also be given to you at Orientation, on the Notice Boards and the College's website - [www.aaic.edu.au](http://www.aaic.edu.au)

It is important to have a balance in life, to study successfully and to deal with difficulties as they arise. Our friendly International Student Support Team is available to provide you with assistance on any matters related to your study. Please do not hesitate to contact our staff at any time.

We would like to welcome you to AAIC. We are looking forward to meeting you and watching your academic progress over the time that you are with us. We encourage you to take full advantage of the opportunities available to you and look forward to celebrating your achievements in the future.

*Shekhar Mittal (CEO)*

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## 2 SECTION 1- INTRODUCTION

### 2.1 IMPORTANT AND EMERGENCY CONTACTS

<b>AAIC- AUSTRALIAN ADELAIDE INTERNATIONAL COLLEGE</b>	Email: <a href="mailto:info@aaic.edu.au">info@aaic.edu.au</a> Web: <a href="http://www.aaic.edu.au">www.aaic.edu.au</a> Address: Level 1, 135 Pirie Street, Adelaide, South Australia 5000 CRICOS No: 03126F, RTO No: 40328
<b>AAIC POSTAL ADDRESS</b>	Level 1, 135 Pirie Street, Adelaide, South Australia 5000
<b>TRAINERS</b>	Contact details will be provided on arrival at the College Please see your Trainers if you have any questions regarding: <ul style="list-style-type: none"> <li>• Content of units</li> <li>• Assessment</li> <li>• Teaching procedures</li> <li>• Employability skills</li> </ul>
<b>CEO</b>	<b>Mr. Shekhar Mittal</b> Please see your Course Trainer if you have any questions regarding: <ul style="list-style-type: none"> <li>• The program as a whole</li> <li>• Academic regulations</li> <li>• Difficulties with study</li> <li>• Decisions to defer from study</li> <li>• Help with reading, writing, note taking and preparation for tests and assignments</li> </ul>
<b>INTERNATIONAL STUDENT SUPPORT OFFICER</b>	<b>Ms. Princy Rathinam</b> Phone: +61 8 8232 7788 Email: <a href="mailto:info@aaic.edu.au">info@aaic.edu.au</a> This person can be contacted for guidance on any of the matters listed below: <ul style="list-style-type: none"> <li>• Course information</li> <li>• Academic Progression</li> <li>• Enrolment</li> <li>• Student Visa obligations</li> <li>• Accommodation</li> <li>• General information regarding the College's services, policies and procedures</li> <li>• Health Care</li> </ul>

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<b>INTERNATIONAL STUDENT 24 HOUR EMERGENCY CONTACT</b>	<u>Shekhar Mittal</u> : +61 412 805 975
<b>STUDENT ADMINISTRATION MANAGER</b>	<p><u>Dipali Patil</u>: +61 8 8232 7788  Email: <a href="mailto:info@aaic.edu.au">info@aaic.edu.au</a>  For matters relating to:</p> <ul style="list-style-type: none"> <li>• Timetable</li> <li>• Enrolment</li> <li>• Change of Address</li> <li>• Forms</li> <li>• Policies and Procedures</li> <li>• OSHC • Fee Payment</li> </ul>

## 2.2 COMMUNITY SERVICE CONTACTS \*\*

<b>CONSUMER PROTECTION</b>	<p>Consumer protection provides advice and support regarding consumer issues such as tenancy.  <b>Adelaide: (08) 8204 9777</b></p>
<b>CRIME STOPPERS</b>	Free call <b>1800 333 000</b> if you witness a crime
<b>CRISIS COUNSELING</b>	Lifeline: Tel <b>131 114</b> for confidential counselling by trained professionals, 24 hours a day
<b>DEPARTMENT OF EDUCATION AND TRAINING</b>	<p>International Education Group  Department of Education  PO Box 9880  Canberra ACT 2601  Website: <a href="http://www.internationaleducation.gov.au">www.internationaleducation.gov.au</a></p>
<b>DEPARTMENT OF HOME AFFAIRS</b>	<p>70 Franklin Street, Adelaide South Australia 5000  Open 9am to 4 pm Mon-Friday  Tel: 131 881 Fax: 08 7421 7653  Website: <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a></p>
<b>TUITION PROTECTION SERVICE (TPS)</b>	<p>Within Australia phone: (02) 6271 3440  Outside Australia phone: +61 2 6271 3440  Website: <a href="http://www.tps.gov.au">www.tps.gov.au</a></p>

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<b>EMERGENCY – POLICE, FIRE, AMBULANCE</b>	<p><b>Tel: 000 Emergency or life-threatening situation only</b></p> <p><b>Tel: 131 444 Police Assistance</b></p> <p>This is a 24-hour free service. Just state the service you require and remember to give your address.</p>
<b>ESSENTIAL SERVICES – ELECTRICITY, GAS AND WATER</b>	<p>Electricity and Gas Suppliers:</p> <p>AGL Tel: 131 245 <a href="http://www.agl.com.au">www.agl.com.au</a></p> <p>Citi power: Tel: 131 280 <a href="http://www.powercor.com.au">www.powercor.com.au</a></p> <p>Origin Energy: Tel: 132 463 <a href="http://www.originenergy.com.au">www.originenergy.com.au</a></p> <p>TruEnergy: Tel: 133 466 <a href="http://www.truenergy.com.au">www.truenergy.com.au</a></p>
<b>HEALTH AND MEDICAL SERVICES</b>	<p><b>Student Health Fund</b></p> <p>If you are a member of the AHM (OSHC) you can phone 1800 006 745 for the emergency hotline.</p> <p>For general student enquiries phone 134 246 or visit <a href="http://www.ahm.com.au/oshc">www.ahm.com.au/oshc</a></p>
<b>MEDICAL PRACTITIONERS (DOCTORS)</b>	<p>Look in the Yellow Pages Directory under Medical Practitioners for a doctor near you, or you can make an appointment to see these doctors closest to the College.</p>
<b>SUICIDE HELPLINES</b>	<p>For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected.</p> <p>24/7 free counselling and support for people at risk of suicide, carers and bereaved</p> <p><a href="http://www.professionalsuicidesupport.com.au">Professional Suicide Support - Adelaide Counsellors   AnglicareSA</a> – Tel 1300 364 277</p> <p><a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a> - Tel 1300 659 467</p>
<b>MENTAL HEALTH SUPPORT</b>	<p>Call 24/7 for advice, referral and support from a trained mental health professional</p> <p><a href="https://www.beyondblue.org.au/get-support/talk-to-a-counsellor-Tel-1300-22-4636">https://www.beyondblue.org.au/get-support/talk-to-a-counsellor-Tel 1300 22 4636</a></p>
<b>DOMESTIC AND FAMILY VIOLENCE</b>	<p>24/7 counselling, information and referrals for sexual assault, domestic and family violence.</p> <p><a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a> - Tel 1800 737 732</p>
<b>POISONING HELP SERVICE</b>	<p>Information and advice for those who have ingested poisons and higher doses of medication than prescribed.</p> <p><a href="http://www.healthdirect.gov.au/poisoning">Poisoning   healthdirect</a> – Tel 1800 022 222 or 13 11 26.</p>
<b>A COMPREHENSIVE LIST OF CRISIS NUMBERS</b>	<p><a href="https://www.ruok.org.au/findhelp">https://www.ruok.org.au/findhelp</a> - Tel 13 11 14</p>
<b>WOMEN'S HELPLINE</b>	<p>Support and information for unplanned pregnancies</p> <p><a href="http://www.healthdirect.gov.au/unplanned-pregnancy">Unplanned pregnancy   healthdirect</a> – Tel 1800 022 222</p> <p>Support line for those impacted by domestic violence – Tel 1800 800 098</p>

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	Yarrow Place – Rape and sexual assault service – Tel 1800 817 421 1800 respect -National 24 hr helpline – Tel 1800 737 732
<b>ANXIETY SUPPORT</b>	Beyond Blue - a free helpline provides advice and support via telephone - 1300 22 4636 and <a href="#">Beyond Blue - Web Chat</a> (between 3pm-12am) Mensline Australia - a 24/7 free online and phone counselling service for men - 1300 789 978 Mindspot Clinic - provides free, anonymous assessment and treatment for adults experiencing stress, anxiety, and OCD. <a href="http://mindspot.org.au">mindspot.org.au</a>
<b>GRIEF AND LOSS</b>	Contact Lifeline: 13 11 14 (available 24/7) or chat to a Crisis Supporter online at <a href="http://lifeline.org.au">lifeline.org.au</a> every night. Mensline Australia: 1300 78 99 78 (24hrs) Beyondblue: 1300 22 46 36. You may consider visiting your GP to discuss your current symptoms if they are problematic.
<b>FINANCIAL STRESS</b>	Money Smart - offers tips, tools and guidance to help you take control of your money and build a better life. <a href="http://moneysmart.gov.au">moneysmart.gov.au</a> The Small Business Debt Helpline - a free and independent service for small businesses and sole traders in financial difficulty. <a href="tel:1800413828">1800 413 828</a> Salvation Army: 1300 371 288 - business hours. <a href="#">Financial Assistance   The Salvation Army Australia</a>
<b>DEPRESSION</b>	Beyond Blue – a free helpline provides advice and support via telephone - 1300 22 4636 and <a href="#">Beyond Blue - Web Chat</a> (between 3pm-12am). Moodfit – A free mental health app whose tools and insights can help to ‘shape up’ your mood. <a href="http://getmoodfit.com">Moodfit   Fitness for Your Mental Health (getmoodfit.com)</a>
<b>DISABILITY SUPPORT SERVICES</b>	People with disability can now contact the Disability Gateway for information and referrals about coronavirus (COVID-19). The Disability Gateway can help families, carers and support workers, too. you can contact the Disability Gateway in the following ways: <ul style="list-style-type: none"> <li>• Phone (free call) :1800 643 787</li> <li>• If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service on 133 677</li> <li>• If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service on 133 677</li> <li>• The Disability Gateway is available Monday to Friday 8am to 8pm (AEDT)</li> </ul>
<b>LGBTIQA+ SUPPORT</b>	<a href="#">Qlife</a> :Phone 1800 184 527 <a href="#">Bfriend</a> -Tel :1800 615677, Email <a href="mailto:Bfriend@unitingcommunities.org">Bfriend@unitingcommunities.org</a> <a href="#">Gender Wellbeing</a> : Tel 7099 5320, Email <a href="mailto:info@shinesa.org.au">info@shinesa.org.au</a>

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<b>HUNGER CRISIS</b>	<a href="#">Foodbank SA</a> provides eligible clients with food parcels, supermarket vouchers and can refer to other assistance with other cost of living concerns. Tel: 08 8351 1136, Email: <a href="mailto:reception@foodbanksa.org.au">reception@foodbanksa.org.au</a>		
<b>HOSPITALS – ADELAIDE</b>	Western Hospital (Private) 168 Cudmore Terrace, Henley Beach	Tel: (08) 8159 1200	
	The Queen Elizabeth Hospital (Public) 28 Woodville Road, Woodville South	Tel: 08 8202 7222	
	Royal Adelaide Hospital (Public) North Terrace, Adelaide	Tel: 08 7074 0000	
	Calvary North Adelaide Hospital (Private) 89 Strangways Terrace, North Adelaide	Tel: 08 8222 4000	
	Women’s and Children’s Hospital (Public) 72, King William Road, Adelaide	Tel: 08 8239 9100	
		Tel: 08 8161 6710	

\*\* For more information about other relevant community services organisation not listed above in south Australia, please visit <https://sacommunity.org/>

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## 3 SECTION 2: ABOUT THE COLLEGE

2.1 About the college

2.2. Adelaide

2.3 General Administration

2.4 Courses on Offer



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### 3.1 ABOUT THE COLLEGE

The Australian Adelaide International College (AAIC) is a Registered in the city of Adelaide, South Australia. AAIC is a Registered Training Organization (RTO No. 40328) accredited by The Australian Skills Quality Authority (ASQA). AAIC is also registered as an approved provider on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS No. 03126F). AAIC operates under the strict guidelines of Australian Qualifications Framework (AQF).

Our mission is to provide outstanding education and training for a changing world. AAIC is envisioned as an international training provider which values service through high quality education, industry collaboration, partnership arrangements and event management.

AAIC features enriched living and learning environments, experienced and motivated trainers, innovated curriculum initiatives, optimum-sized classrooms, individualized student support and an embracing cultural diversity atmosphere. Studying at AAIC doesn't just give you a qualification, it gives you the opportunity to explore a new culture, develop Australian and International friendships and enjoy a quality education experience that prepares you for professional and personal success.

At AAIC you will be offered a Quality Australian Education program that meets National education and adult vocational standards which are recognized both locally and internationally. AAIC offers a vibrant campus environment small enough to enable personal interaction with teaching staff, yet large enough to provide a broad range of programs with simulated experience and student support services.

#### AAIC SYSTEM OF EDUCATION

AAIC system of education delivers practical, healthy and career-oriented training, equipping individuals with the skills required in a modern work-based economy. Through strong industry collaboration, AAIC system of Education provides students with the skills needed to enter the workforce for the first time, forge a career, re-train for a new job, upgrade skills for an existing job, and engage in lifelong learning.

AAIC culture is built on a system of continuous improvement and innovation, constantly ensuring that we lead and reflect the latest developments in Adult Vocational systems of education. We prepare professionals for leadership roles in their field of formal education. We seek to understand, reform and improve our system of education. We invest in understanding the processes of adult vocational education learning and development. We strengthen connections between theory and practical through industry engagement.

We seek to understand how adults learn and develop, and how our academic staff can best use that knowledge for the benefit of all learners. We recognize that all our staff are themselves learners and we are committed to providing opportunities for their continuous professional development. We strive to sustain our college as a scholarly community for students, faculty and staff.

#### DEDICATED STAFF

Under the guidance of experienced academic and administration staff students have opportunities to pursue or advance careers in chosen field of studies. AAIC dedicated teaching and administrative staff are highly qualified with a great deal of experience in teaching and assisting international students. Majority of our staff have lived and worked overseas and most of them speak second languages.

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## AAIC'S APPROACH TO INTERNATIONAL EDUCATION

AAIC opened its doors to international students with integrity and commitment to Education Excellence. AAIC seeks to achieve this goal through an integrated approach to policy, regulation, international engagement, promotion of the college and above all a caring nature towards our students and fellow staff members.

The provisioning of education services to international students by AAIC is undertaken in a way that is consistent with the vocational education standards in Australia. AAIC continually develops a system of governance which is consistent with the provisions of the ESOS Act & Standards for RTO's 2015.

AAIC believes that it is essential to promote the joy of knowledge and learning, whilst maintaining focus on the competencies that are to be achieved alongside the action learning principles of making education and training relevant to the modern-day workplace.

AAIC has a suitable focal point for all enquiries, and suitable communication and support structures to ensure the effective implementation of the AAIC student programs and the provision is made for the successful outcomes of the students.

AAIC aims to provide prospective international students accurate and comprehensive information on the AAIC, admission requirements and procedures, courses available, tuition and, where appropriate, living costs, living conditions, accommodation and other services.

### 3.2 ADELAIDE

South Australia is a sophisticated, modern and affordable place to live, work and study. The capital city of Adelaide has all the hallmarks of a major urban centre with modern and classical architecture, a bustling retail hub and a multi-cultural population. New Yorker magazine once called Adelaide "the last well-planned metropolis on earth" - and newcomers will soon realize this. Adelaide is the capital city of South Australia and the fifth-largest city in Australia. As at June 2013, Adelaide had an estimated resident population of 1.29 million. The demonym "Adelaidean" is used in reference to the city and its residents.

Adelaide is north of the Fleurieu Peninsula, on the Adelaide Plains between the Gulf St Vincent and the low-lying Mount Lofty Ranges which surround the city. Adelaide stretches 20 km (12 mi) from the coast to the foothills, and 90 km (56 mi) from Gawler at its northern extent to Sellicks Beach in the south. Named in honour of Adelaide of Saxe-Meiningen, queen consort to King William IV, the city was founded in 1836 as the planned capital for a freely settled British province in Australia. Colonel William Light, one of Adelaide's founding fathers, designed the city and chose its location close to the River Torrens, in the area originally inhabited by the Kurna people. Light's design set out Adelaide in a grid layout, interspaced by wide boulevards and large public squares, and entirely surrounded by parklands. Early Adelaide was shaped by religious freedom and a commitment to political progressivism and civil liberties, which led to the moniker "City of Churches".

As South Australia's seat of government and commercial centre, Adelaide is the site of many governmental and financial institutions. Most of these are concentrated in the city centre along the cultural boulevard of North Terrace, King William Street and in various districts of the metropolitan area. Today, Adelaide is noted for its many festivals and sporting events, its food and wine, its long beachfronts, and its large defence and manufacturing sectors. It ranks highly in terms of liveability, being listed in the Top 10 of The Economist's World's most Liveable Cities index in 2010, 2011 and 2012. It was also ranked the most liveable city in Australia by the Property Council of Australia in 2011, 2012 and again in 2013. Because of its Mediterranean climate, Adelaide has hot dry summers and wet cold winters. Be aware of the harshness of the sun in summer and always wear a hat, sunscreen and cover up, particularly in the middle of the day. It doesn't snow in Adelaide, but it does get pretty cold and wet in winter. Umbrellas and waterproof jackets are essential when you are out and about in the winter months.

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## CLIMATE

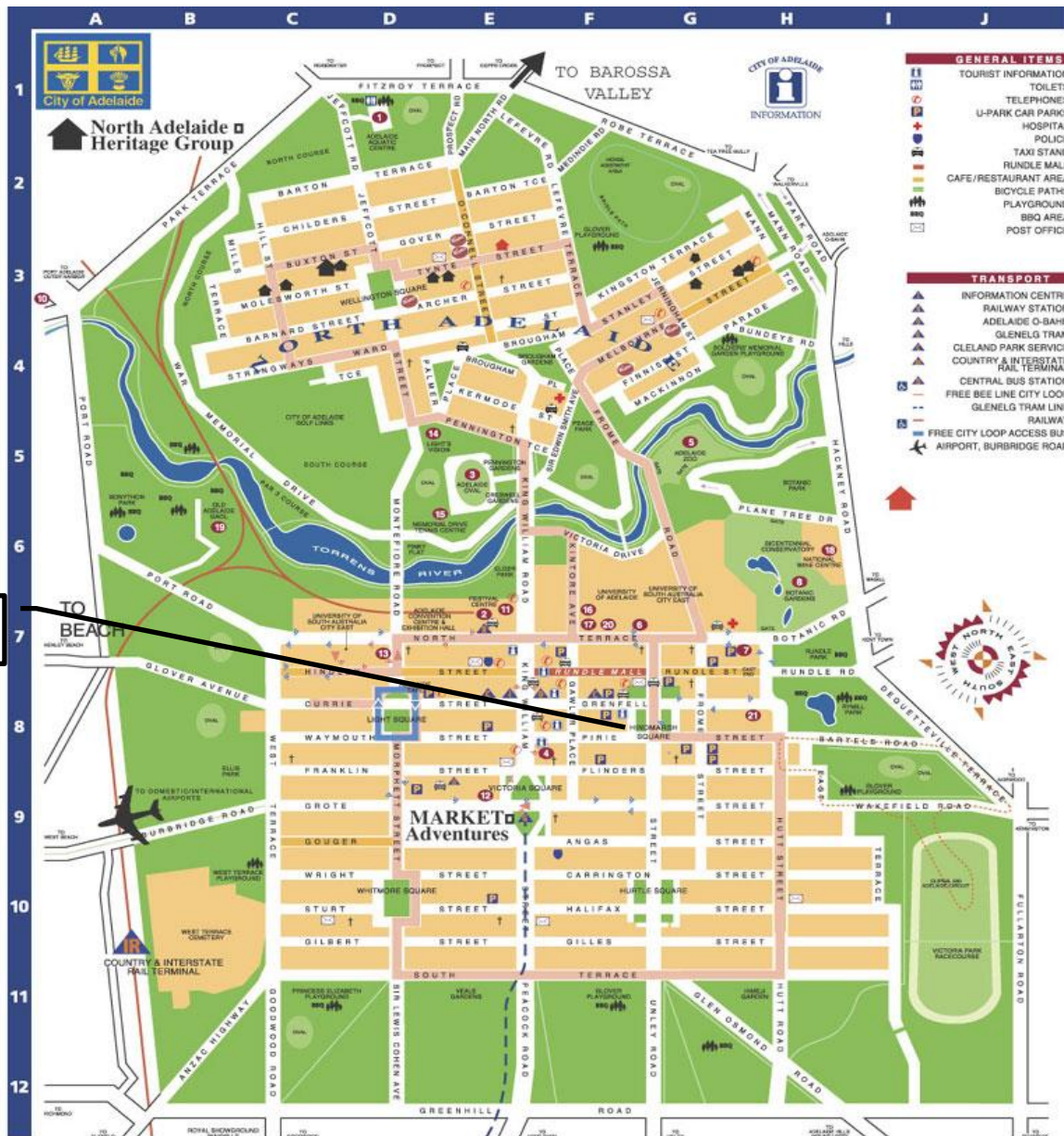
SEASON	MONTHS	CONDITIONS	TEMPERATURE
Summer	December-February	Mainly hot & dry	25° C - 35° C
Autumn	March-May	Mainly dry	20° C - 25° C
Winter	June-August	Cool & wet	10° C - 15° C
Spring	September-November	Little rain	20° C - 25° C

For more information about Adelaide Visit: <http://www.southaustralia.com/regions/adelaide-city.aspx>



Australian Adelaide  
International College

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AAIC Campus

- |   |   |  |  |  |
|---|---|--|--|--|
| <p><b>ATTRACTIONS</b></p> <ul style="list-style-type: none"> <li>1 Adelaide Aquatic Centre</li> <li>2 Adelaide Casino</li> <li>3 Adelaide Oval</li> <li>4 Adelaide Town Hall</li> <li>5 Adelaide Zoo</li> <li>6 Art Gallery of SA</li> <li>7 Ayers House (National Trust)</li> <li>8 Botanic Gardens &amp; Bicentennial Conservatory</li> <li>9 Central Markets &amp; Chinatown</li> <li>10 Entertainment Centre</li> <li>11 Festival Centre</li> <li>12 Her Majesty's Theatre</li> <li>13 Jam Factory Craft &amp; Design Centre</li> <li>14 Light's Vision, Montefiore Hill</li> <li>15 Memorial Drive Tennis Centre</li> <li>16 Migration Museum</li> <li>17 Montlock Library &amp; Bradman Collection</li> <li>18 National Wine Centre</li> <li>19 Old Adelaide Gaol</li> <li>20 SA Museum</li> <li>21 Tandanya Aboriginal Cultural Institute</li> </ul> | <p><b>D1</b> Bonython Park</p> <p><b>E7</b> Botanic Gardens</p> <p><b>D5</b> Botanic Park</p> <p><b>E8</b> Brougham Gardens</p> <p><b>G3</b> Elder Park</p> <p><b>F7</b> Ellis Park</p> <p><b>G7</b> Glover Playgrounds</p> <p><b>H6</b> Himel Gardens</p> <p><b>D9</b> Hindmarsh Square</p> <p><b>A3</b> Hurtle Square</p> <p><b>E7</b> Light Square</p> <p><b>E9</b> Peace Park</p> <p><b>D7</b> Pennington Gardens</p> <p><b>D5</b> Princess Elizabeth Playground</p> <p><b>D6</b> Rundle Park</p> <p><b>F6</b> Rymill Park</p> <p><b>F7</b> Wake Gardens</p> <p><b>H6</b> Victoria Park Racecourse</p> <p><b>B6</b> Victoria Square</p> <p><b>F7</b> Wellington Square</p> <p><b>G8</b> Whitmore Square</p> | <p><b>A5</b> Adelaide Crusade Centre</p> <p><b>H6</b> Adelaide Mosque</p> <p><b>H5</b> Christ Church, North Adelaide</p> <p><b>E4</b> Christian Science</p> <p><b>E6</b> Greek Orthodox</p> <p><b>F3, H9, F11</b> Holy Trinity Church &amp; Clock</p> <p><b>H11</b> Lutheran Church</p> <p><b>G8</b> Pilgrim Uniting Church</p> <p><b>G10</b> Presbyterian Church of SA</p> <p><b>D8</b> Salvation Army</p> <p><b>F5</b> Scots Uniting Church</p> <p><b>E5</b> St Peter's Anglican Cathedral</p> <p><b>C11</b> The Cathedral Church of St Francis Xavier</p> | <p><b>E10</b> Adelaide Crusade Centre</p> <p><b>D10</b> Adelaide Mosque</p> <p><b>D4</b> Christ Church, North Adelaide</p> <p><b>G7</b> Christian Science</p> <p><b>C8</b> Greek Orthodox</p> <p><b>D7</b> Holy Trinity Church &amp; Clock</p> <p><b>G8</b> Lutheran Church</p> <p><b>E8</b> Pilgrim Uniting Church</p> <p><b>E3</b> Presbyterian Church of SA</p> <p><b>G7</b> Salvation Army</p> <p><b>F7</b> Scots Uniting Church</p> <p><b>E5</b> St Peter's Anglican Cathedral</p> <p><b>F9</b> The Cathedral Church of St Francis Xavier</p> | <p><b>F9</b> King William Street</p> <p><b>B12</b> Melbourne Street</p> <p><b>B9</b> Morphett Street</p> <p><b>F10</b> North Terrace</p> <p><b>C9</b> O'Connell Street</p> <p><b>G8</b> Port Road</p> <p><b>G11</b> Pulteney Street</p> <p><b>C9</b> Rundle Mall</p> <p><b>F8</b> Rundle Street</p> <p><b>C9</b> South Terrace</p> <p><b>C7</b> Sturt Street</p> <p><b>E8</b> King William Street</p> <p><b>F4</b> Melbourne Street</p> <p><b>D9</b> Morphett Street</p> <p><b>D7</b> North Terrace</p> <p><b>E3</b> O'Connell Street</p> <p><b>B6</b> Port Road</p> <p><b>G9</b> Pulteney Street</p> <p><b>F7</b> Rundle Mall</p> <p><b>G7</b> Rundle Street</p> <p><b>D11</b> South Terrace</p> <p><b>C10</b> Sturt Street</p> |
|---|---|--|--|--|

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### 3.3 GENERAL ADMINISTRATION

#### Use of Computer Facilities

Students have access to computer facilities any time and day during the college hours of operation.

There are rules which must be followed to enable the efficient use of these resources:

- No food or drink is permitted in the computer lab
- Only students of the College are allowed access to the computers. Friends are not permitted
- Students are required to protect their access codes and passwords. These are not to be shared with others
- The internet must not be used for unlawful purposes
- Any damage to the computers will result in disciplinary action
- Any misuse of the computer facilities, such as downloading inappropriate material, using someone else's login or inappropriate software will result in disciplinary action

#### Photocopying

Students have access to photocopying facilities at the College. Assessment copying is free of cost. Any personal printing and photocopying will be charged at 20 cents per page black and 40 cents per page for coloured copy. All students are required to conform to regulations regarding copyright.

#### Use of Mobile Phones in Class

Mobile phones must not be used whilst in class.

#### Student ID Cards

Your Student ID card is used for the purpose of identification and you must carry it on campus at all times. If you lose your card, the replacement cost is \$5.00.

#### Personal property

The College takes no responsibilities for lost or stolen property. It is the student's responsibility to take care of personal possessions.

#### Minimum dress standards

Dress standards should reflect a professional attitude. Students must wear appropriate clothing at all times while at college premises.

#### Textbooks, Learner Guides

These are considered essential tools for learning. You will be given a list of material you may require to support each unit of competency. The College will normally order these learning materials for you and you are able to purchase these at Student Administration.

#### Handouts/Printed Material

These are provided as resources for your learning. Please file these appropriately as they will assist you in assessments.

#### Airport Pickup

AAIC can organise an airport pickup service for newly arriving international students commencing their programs. Please advise us 14 days prior to arrival, if you would like a representative of AAIC to meet you at the airport. A representative of AAIC will greet you at the airport and transfer you to your pre-arranged accommodation. There is a fee of \$70.00 for this service.

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## YEAR 12 OVERSEAS EQUIVALENT

AAIC requires International students to have completed their schooling at least to the Australian equivalent of Year 12. The table below explains the mapping of overseas qualifications equivalent to Australian Year 12:

COUNTRY	MINIMUM QUALIFICATION
AUSTRALIA	Australian Year 12 Senior Secondary Certificate of Education – satisfactory completion
ARGENTINA	Bachillerato (Secondary School Certificate)
BANGLADESH	Higher Secondary School Certificate
BHUTAN	Bhutan Higher Secondary Education Certificate
BRAZIL	Diploma de Ensino Medio (Middle Education Diploma)
BRUNEI	Brunei Cambridge General Certificate of Education Advanced Level (Brunei-Cambridge A level) – 2 passes
CANADA	High School Diploma
CHILE	<i>Licencia de Educación Media</i> (Certificate of Secondary Education Certificate)
CHINA	General Senior Secondary Unified Graduation (Certificate of Graduation)
COLUMBIA	<i>Bachillerato</i> (Secondary School Certificate)
CZECH REPUBLIC	<i>Maturita</i> (Matriculation Certificate)
DENMARK	<i>Studentereksamensbevis</i> (Upper Secondary School Leaving Certificate)
EGYPT	<i>Thanawiyya al-A'aama</i> (General Secondary Education Certificate)
FIJI & OTHER SOUTH PACIFIC ISLANDS	Fiji Seventh Form Certificate (Form 7)
FINLAND	<i>Ylioppilastutkintodistus</i> (Certificate of Matriculation)
FRANCE	<i>Baccalauréat</i>

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GERMANY	<i>Achgebundene Hochschulreife (Leaving Certificate) or Zeugnis der Reife or Reifezeugnis</i>
GREECE	<i>Apolytirio Lykeiou (Leaving certificate)</i>
HONG KONG	Hong Kong Diploma of Secondary Education (HKDSE) or HKALE
HUNGARY	<i>Gimnaziumi Erettsegi Bizonyitvány, / Gymnasium Maturity Certificate</i>
INDIA	All India Senior School Certificate or Indian School Certificate or Certificate of Vocational Education or Senior Secondary Certificate or State Boards of Secondary/Senior Secondary Education certificates
INDONESIA	Certificate of Completion of Senior Secondary Education ( <i>Ijazah SMA/ STTB SMA</i> ) or Certificate of Graduation (SKHUN)
IRELAND	Leaving Certificate
ISRAEL	<i>Teudat Bagrut (High School Certificate)</i>
ITALY	<i>Diploma di Superamento dell'Esame di Stato conclusivo dei Corsi di Istruzione Secondaria Superiore (Upper Secondary School Leaving Certificate)</i>
JAPAN	Upper Secondary School Certificate of Graduation (Kotogakko Sotsugyo Shosho)
JORDAN	Twajihi (General Secondary Education Certificate)
KENYA	Kenya Certificate of Secondary Education or GCE A level – 2 passes
LEBANON	<i>Baccalauréat</i>
MACAU	Senior Secondary School Diploma or GCE A Level – 2 passes
MALAYSIA	STPM Senior Secondary Certificate of Education or GCE A Level - 2 passes
MAURITIUS	GCE A-level – 2 passes
MEXICO	<b><i>Bachillerato</i></b> (or the <i>Preparatoria</i> )
NEPAL	Higher Secondary Education Board Certificate
NEW ZEALAND	National Certificate of Educational Achievement (NCEA) – Level 3, minimum 60 credits

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NETHERLANDS	<i>Voorbereidend wetenschappelijk onderwijs (Diploma VWO) or Hoger algemeen voortgezet onderwijs Diploma HAVO)</i>
NORWAY	<i>Vitnemal fra den videregaende skolen</i> (Certificate from upper secondary school)
OMAN	School Leaving Certificate
PAKISTAN	Higher Secondary School Certificate
PAPUA GUINEA	NEW Higher School Certificate
PERU	<i>Certificado de Educación Secundaria Común Completa</i> (Secondary Common Education Graduation Certificate)
PHILIPPINES	High School Diploma or a Certificate of Graduation + first year of bachelor degree
POLAND	<i>Matura Swiadectwo Dojrzalosci Liceum Ogolnoksztalcacego</i> (Certificate of Matriculation of the General Lyceum)
PORTUGAL	<i>Certificado de Fim de Estudos Secundarios or Diploma de 12 Ano de Escolaridad</i>
RUSSIA	<i>Attestat o Srednem (polnom) Obshchem Obrazovanii</i> (Certificate of Secondary (Complete) General Education)
SAUDI ARABIA	<i>Shahadat al-thanawiyah al-'aama or shahadat al-marhalat al-thanawiyat</i> (General Secondary Education Certificate)
SINGAPORE	GCE A-level - 2 passes
SLOVAKIA	<i>Maturitni Vysvedceni/Maturitnej Vysvedcenie</i> (Matriculation Certificate)
SLOVENIA	<i>Spričevalo o poklicni mature or Spričevalo o poklicni mature or Svidetelstov zo polozen zavresen</i>
SOUTH AFRICA	National Senior Certificate NQF Level 4 or Senior Certificate NQF Level 4
SOUTH KOREA	General/Academic Senior High School Certificate/Diploma ( <i>Immumgye Kodung Hakkyo Choeupchang</i> )
SPAIN	<i>Titulo de Bachiller</i>
SRI LANKA	GCE A-level - 2 passes
SWEDEN	<i>Slutbetyg Från Gymnasieskola</i>

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SWITZERLAND	Federal Maturity Certificate/ <i>Maturitätszeugnis</i> , <i>Certificat de Maturité</i> / <i>Attestato di Maturità</i>
TAIWAN	Senior High School Diploma or Senior Vocational School Diploma
THAILAND	<i>Matayom 6</i> or MS 6. (Certificate of Secondary Education)
TURKEY	<i>Lise Diploması</i> (High School Diploma or Secondary School Diploma)
UNITED ARAB EMIRATES	<i>Tawjihyya</i> or <i>Thanawiyya Al-A'ama</i> (General Secondary Certificate)
VIETNAM	<i>Bang Tot nghiep Trung hoc Pho thong</i> (Upper Secondary Education Graduation Diploma)
ZIMBABWE	Zimbabwe General Certificate of Education at Advanced Level – 2 passes
OTHER COUNTRY	Please attach your highest qualification

## ENGLISH PROFICIENCY REQUIREMENTS

AAIC requires international students to have their English language proficiency at least to IELTS 6.0 or equivalent in PTE, TOEFL, OET and Cambridge English.

Or you must provide evidence that you have:

- a. studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom, or United States
- or
- b. within two years of your application date have successfully completed in Australia
  - a. a foundation course
  - b. a Senior Secondary Certificate of Education
  - or
  - c. a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

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### 3.4 COURSES ON OFFER

COURSE NAME	DURATION
BSB50120 - DIPLOMA OF BUSINESS	52 Weeks
BSB60120 - ADVANCED DIPLOMA OF BUSINESS	52 Weeks
BSB50420 – DIPLOMA OF LEADERSHIP & MANAGEMENT	52 Weeks
BSB60420 – ADVANCED DIPLOMA OF LEADERSHIP & MANAGEMENT	52 Weeks
SIT30821 - CERTIFICATE III IN COMMERCIAL COOKERY	56 Weeks
SIT40521 - CERTIFICATE IV IN KITCHEN MANAGEMENT	33 Weeks
SIT50422 - DIPLOMA OF HOSPITALITY MANAGEMENT	26 Weeks
SIT60322 ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT	114 Weeks
AUR30620 - CERTIFICATE III IN LIGHT VEHICLE MECHANICAL TECHNOLOGY	52 Weeks
AUR40216 - CERTIFICATE IV IN AUTOMOTIVE MECHANICAL DIAGNOSIS	26 Weeks
AUR30320 - CERTIFICATE III IN AUTOMOTIVE ELECTRICAL TECHNOLOGY	52 Weeks
AUR40620 - CERTIFICATE IV IN AUTOMOTIVE ELECTRICAL TECHNOLOGY	52 Weeks
AUR50216 - DIPLOMA OF AUTOMOTIVE TECHNOLOGY	31 Weeks
AUR50116 - DIPLOMA OF AUTOMOTIVE MANAGEMENT	52 Weeks

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### 3.4.1 BSB50120 – DIPLOMA OF BUSINESS (CRICOS CODE 105156G)

#### INTRODUCTION

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have frontline management accountabilities. Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions. This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete twelve (12) units of competency in total, following the guidelines as outlined in the Business Services Training Package Qualifications Rules which require:

- Total number of units = 12
- 5 core units, plus
- 7 elective units

Please note: All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found within the BSB – Business Services Training Package and are made available for all AAIC training staff and students to review. The units offered by the RTO are listed as below:

UNIT CODE	UNIT NAME	Core / Elective
BSBCRT511	Develop critical thinking in others	Core
BSBFIN501	Manage budgets and financial plans	Core
BSBOPS501	Manage business resources	Core
BSBSUS511	Develop workplace policies and procedures for sustainability	Core
BSBXCM501	Lead communication in the workplace	Core
BSBOPS502	Manage business operational plans	Elective
BSBOPS504	Manage business risk	Elective
BSBTWK503	Manage meetings	Elective
BSBPEF501	Manage personal and professional development	Elective
BSBMKG541	Identify and evaluate marketing opportunities	Elective
BSBHRM525	Manage recruitment and onboarding	Elective
BSBLDR522	Manage people performance	Elective

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## DURATION

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AAIC will deliver this qualification over a 52-week period. This will consist of scheduled 20 Student Contact Hours (SCH) per week over 44 weeks (880 Student Contact Hours) allowing for 8 weeks break. This takes into account public holiday periods such as Christmas & Easter, and School holiday breaks.

## DELIVERY METHODS

---

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

## ASSESSMENT METHODS

---

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Case studies
- Projects (simulation/Real Work)
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

## EMPLOYMENT PATHWAY

---

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include executive officer, program consultant, program coordinator.

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

---

After achieving the BSB50120 Diploma of Business, students may choose to undertake Advanced Diploma of Business BSB60120 or other relevant qualifications.

## INTERNATIONAL STUDENT'S ENTRY REQUIREMENTS

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Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over.
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent

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**LOCATION:** AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 5000

**DELIVERY MODE:** CLASSROOM BASED

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Cost

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Tuition Fee \$10,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks & Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately



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### 3.4.2 BSB60120 – ADVANCED DIPLOMA OF BUSINESS (CRICOS CODE 105157F)

#### INTRODUCTION

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities. Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis and will often contribute to setting the strategic direction for a work area. The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete ten (10) units of competency in total, following the guidelines as outlined in the Business Services Training Package Qualifications Rules which require:

- Total number of units = 10
- 5 core units, plus
- 5 elective units

Please note: All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found within the BSB – Business Services Training Package and are made available for all AAIC training staff and students to review. The units offered by the RTO are listed as below:

UNIT CODE	UNIT NAME	Core / Elective
BSBCRT611	Apply critical thinking for complex problem solving	Core
BSBFIN601	Manage organisational finances	Core
BSBOPS601	Develop and implement business plans	Core
BSBSUS601	Lead corporate social responsibility	Core
BSBTEC601	Review organisational digital strategy	Core
BSBCMM511	Communicate with influence	Elective
BSBHRM614	Contribute to strategic workforce planning	Elective
BSBLDR601	Lead and manage organisational change	Elective
BSBTWK601	Develop and maintain strategic business networks	Elective
BSBSTR602	Develop organisational strategies	Elective

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## DURATION

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AAIC will deliver this qualification over a 52-week period. This will consist of scheduled 20 Student Contact Hours (SCH) per week over 44 weeks (880 Student Contact Hours) allowing for 8 weeks break. This takes into account public holiday periods such as Christmas & Easter, and School holiday breaks.

## DELIVERY METHODS

---

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

## ASSESSMENT METHODS

---

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed. The assessment process may include:

- Written Questions
- Case studies
- Projects (simulation/Real Work)
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur

## EMPLOYMENT PATHWAY

---

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include:

- Senior Administrator
- Senior Executive

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

---

After achieving the Advanced Diploma of Business BSB60120, students may choose to undertake studies at higher education levels.

## INTERNATIONAL STUDENTS' ENTRY REQUIREMENTS

---

Entry into this program requires International Student's to fulfil requirements as listed below:

- Must be 18 years of age or over
- Completed year 12 (HSC or equivalent)
- Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions); or have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.
- Minimum 6.0 IELTS score or equivalent

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**LOCATION:** AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 5000

**DELIVERY MODE:** CLASSROOM BASED

Cost

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Tuition Fee \$10,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately



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### 3.4.3 BSB50420 – DIPLOMA OF LEADERSHIP AND MANAGEMENT (CRICOS CODE 105158E)

#### INTRODUCTION

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organizing, implementing, and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse, and synthesize information from a variety of sources.

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete twelve (12) units of competency in total, following the guidelines as outlined in the Business Services Training Package Qualifications Rules which require:

- Total number of units = 12
- 6 core units, plus
- 6 elective units

Please note: All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found within the BSB – Business Services Training Package and are made available for all AAIC training staff and students to review. The units offered by the RTO are listed as below:

UNIT CODE	UNIT NAME	Core / Elective
BSBCMM511	Communicate with influence	Core
BSBCRT511	Develop critical thinking in others	Core
BSBLDR523	Lead and manage effective workplace relationships	Core
BSBOPS502	Manage business operational plans	Core
BSBPEF502	Develop and use emotional intelligence	Core
BSBTWK502	Manage team effectiveness	Core
BSBFIN501	Manage budgets and financial plans	Elective
BSBWHS521	Ensure a safe workplace for a work area	Elective
BSBXCM501	Lead communication in the workplace	Elective
BSBSUS511	Develop workplace policies and procedures for sustainability	Elective
BSBTWK503	Manage meetings	Elective
BSBOPS504	Manage business risk	Elective

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## DURATION

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AAIC will deliver this qualification over a 52-week period. This will consist of scheduled 20 Student Contact Hours (SCH) per week over 44 weeks (880 Student Contact Hours) allowing for 8 weeks break. This takes into account Public holiday periods such as Christmas & Easter, and School holiday breaks.

## DELIVERY METHODS

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This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

## ASSESSMENT METHODS

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Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Case studies
- Projects (simulation/Real Work)
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur

## EMPLOYMENT PATHWAY

---

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include executive officer, program consultant, program coordinator.

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

---

After achieving the BSB50420 Diploma of Leadership and Management, students may choose to undertake Advanced Diploma of Leadership and Management BSB60420 or other relevant qualifications.

## INTERNATIONAL STUDENT'S ENTRY REQUIREMENTS

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Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent

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**LOCATION:** AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 5000

**DELIVERY MODE:** CLASSROOM BASED

Cost

---

Tuition Fee \$10,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks & Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately



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### 3.4.4 BSB60420–ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT (CRICOS CODE 105159D)

#### INTRODUCTION

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts. Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete ten (10) units of competency in total, following the guidelines as outlined in the Business Services Training Package Qualifications Rules which require:

- Total number of units = 10
- 5 core units, plus
- 5 elective units

Please note: All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found within the BSB – Business Services Training Package and are made available for all AAIC training staff and students to review. The units offered by the RTO are listed as below:

UNIT CODE	UNIT NAME	Core / Elective
BSBCRT611	Apply critical thinking for complex problem solving	Core
BSBLDR601	Lead and manage organisational change	Core
BSBLDR602	Provide leadership across the organization	Core
BSBOPS601	Develop and implement business plans	Core
BSBSTR601	Manage innovation and continuous improvement	Core
BSBPMG633	Provide leadership for the program	Elective
BSBSTR602	Develop organisational strategies	Elective
BSBHRM614	Contribute to strategic workforce planning	Elective
BSBTWK601	Develop and maintain strategic business networks	Elective
BSBPEF501	Manage personal and professional development	Elective

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## DURATION

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AAIC will deliver this qualification over a 52-week period. This will consist of scheduled 20 Student Contact Hours (SCH) per week over 44 weeks (880 Student Contact Hours) allowing for 8 weeks break. This takes into account Public holiday periods such as Christmas & Easter, and School holiday breaks.

## DELIVERY METHODS

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This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

## ASSESSMENT METHODS

---

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed. The assessment process may include:

- Written Questions
- Case studies
- Projects (simulation/Real Work)
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur

## EMPLOYMENT PATHWAY

---

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include:

- Senior Administrator
- Senior Executive

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

---

After achieving the Advanced Diploma of Leadership & Management BSB60420, students may choose to undertake studies at higher education levels.

## INTERNATIONAL STUDENTS ENTRY REQUIREMENTS

---

Entry into this program requires International Student's to fulfil requirements as listed below:

- Must be 18 years of age or over
- Completed year 12 (HSC or equivalent)

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- Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions); or have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.
- Minimum 6.0 IELTS score or equivalent

**LOCATION:** AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 5000

**DELIVERY MODE:** CLASSROOM BASED

**Cost**

---

Tuition Fee \$10,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks & Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately



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### 3.4.5 SIT30821 - CERTIFICATE III IN COMMERCIAL COOKERY (CRICOS CODE 109819G)

#### INTRODUCTION

This qualification reflects the role of commercial cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification is also suited to the needs of individuals with little or no vocational experience, but who possess sound skills and knowledge within cookery that they would like to develop in order to create further educational and employment opportunities.

This course is designed for international students who will be involved in classroom training in a full time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete 25 units of competency in total, following the guidelines as outlined in the SIT Training Package Qualifications Rules, which requires:

- 20 core units plus
- 5 elective units

Please note: All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found within SIT Training Package and are made available for all AAIC training staff and students to review. The units offered by AAIC are listed as below:

Unit Code	Unit Name	Core / Elective
SITHCCC023	Use food preparation equipment	Core
SITHCCC027	Prepare dishes using basic methods of cookery	Core
SITHCCC028	Prepare appetisers and salads	Core
SITHCCC029	Prepare stocks, sauces and soups	Core
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	Core

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Unit Code	Unit Name	Core / Elective
SITHCCC031	Prepare vegetarian and vegan dishes	Core
SITHCCC035	Prepare poultry dishes	Core
SITHCCC036	Prepare meat dishes	Core
SITHCCC037	Prepare seafood dishes	Core
SITHCCC041	Produce cakes, pastries and breads	Core
SITHCCC042	Prepare food to meet special dietary requirements	Core
SITHCCC043	Work effectively as a cook	Core
SITHKOP009	Clean kitchen premises and equipment	Core
SITHKOP010	Plan and cost recipes	Core
SITHPAT016	Produce desserts	Core
SITXFSA005	Use hygienic practices for food safety	Core
SITXFSA006	Participate in safe food handling practices	Core
SITXHRM007	Coach others in job skills	Core
SITXINV006	Receive, store and maintain stock	Core
SITXWHS005	Participate in safe work practices	Core
SITHCCC025	Prepare and present sandwiches	Elective
SITHCCC026	Package prepared foodstuff	Elective
SITHCCC032	Produce cook-chill and cook-freeze foods	Elective

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Unit Code	Unit Name	Core / Elective
SITHCCC040	Prepare and serve cheese	Elective
SITHCCC020	Work effectively as a cook	Core

#### DURATION

AAIC will deliver this qualification over a 56-week period. This will consist of scheduled 20 Student Contact Hours (SCH) per week for 48 weeks (960 hours) allowing for 8-week breaks. This takes into account public holiday periods such as Christmas & Easter, and School holiday breaks. Students will be required to undergo 180 hours of work placement as arranged by AAIC in order to gain the qualification.

#### DELIVERY METHODS

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes, practical sessions are delivered in the commercial cookery facilities and work placement is within industry. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

#### ASSESSMENT METHODS

Student will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Case studies
- Assignments
- Presentations
- Role plays
- Supervised Assessments
- Practical/ Observation
- Work placement

#### EMPLOYMENT PATHWAY

Students are provided with advice on employment and training options throughout the delivery of the program. Completion of this qualification contributes to recognition as a trade cook.

Job roles and titles may vary across different industry sectors. This qualification provides a pathway to work as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops.

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

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## PATHWAYS FOR FURTHER STUDIES

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After achieving the SIT30821 Certificate III in Commercial Cookery, students may choose to undertake SIT40521 Certificate IV in Kitchen Management or other relevant qualifications.

## INTERNATIONAL STUDENTS' ENTRY REQUIREMENTS

---

Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over.
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent

### LOCATION:

---

Theory: AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

Practical: 232 Angus Street, Adelaide SA 5000

### DELIVERY MODE:

---

Classroom based, Practical work at commercial kitchen and Work placement as arranged by AAIC.

### COST

---

Tuition Fee \$ 12,000

One Time Application Fees \$ 250 (Non-Refundable)

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately

Textbooks and Material Fees \$ 1000 Refer to details below.

- Textbooks for Certificate III in Commercial Cookery – SIT30821
- 1 x Chef Jacket / 1 x Chef Trouser / 1 x Apron / 1 x Neckerchief / 1 x tall, pleated chef hat / 1 x Tea Towel / 1 x Hairnet / 1 x Adjustment Tape
- 21 Piece Chef Starter Kit+ 1x Bread/Pastry Knife
- Safety Shoes Required and must be arranged by the student.

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### 3.4.6 SIT40521 - CERTIFICATE IV IN KITCHEN MANAGEMENT (CRICOS CODE 109696B)

#### INTRODUCTION

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete 33 units of competency in total following the guidelines as outlined in the SIT Training Package Qualifications Rules, which requires:

- 27 core units plus
- 6 elective units

It is expected that each student will complete a pathway of Certificate III in Commercial Cookery SIT30821 prior to commencing this qualification. This will allow the student to be granted credit transfer for up to 21 units of competency. Under this arrangement the 12 units offered by AAIC to gain this qualification are listed as below:

Please note: All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found within SIT Training Package and are made available for all AAIC training staff and students to review. The units offered by AAIC are listed as below:

Unit Code	Unit Name	Core / Elective
SITXFSA008	Develop and implement a food safety program	Core
SITHKOP013	Plan cooking operations	Core
SITHKOP012	Develop recipes for special dietary requirements	Core
SITXWHS007	Implement and monitor work health and safety practices	Core
SITXFIN009	Manage finances within a budget	Core
SITXCOM010	Manage conflict	Core
SITXMGTO04	Monitor work operations	Core

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Unit Code	Unit Name	Core / Elective
SITXHRM008	Roster staff	Core
SITXHRM009	Lead and manage people	Core
SITXHRM010	Recruit, select and induct staff	Elective
SITXCCS014	Provide service to customers	Elective
SITXFSA008	Develop and implement a food safety program	Core

#### DURATION

AAIC will deliver this qualification over a 33-week period. This will consist of scheduled 20 Student Contact Hours (SCH) per week for 29 weeks (580 hours) allowing for 4 weeks break. This takes into account Public holiday periods such as Christmas & Easter, and School holiday breaks. Students will be required to undergo 180 hours of work placement within industry as arranged by AAIC in order to gain this qualification.

#### DELIVERY METHODS

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes, practical sessions are delivered in the commercial kitchen facilities and work placement is within industry. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

#### ASSESSMENT METHODS

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Case studies
- Assignments
- Presentations
- Role plays
- Supervised Assessments
- Practical/ Observation
- Work placement

#### EMPLOYMENT PATHWAY

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. This qualification provides a pathway to work in

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organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors. Possible job titles relevant to this qualification include:

- Chef
- Chef de partie

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

#### PATHWAYS FOR FURTHER STUDIES

---

After achieving the SIT40521 Certificate IV in Kitchen Management, students may choose to undertake SIT50421 – Diploma of Hospitality Management or other relevant qualifications.

#### INTERNATIONAL STUDENT'S ENTRY REQUIREMENTS

---

Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent
- Completed Certificate III in Commercial Cookery SIT30821 or equivalent

#### LOCATION:

---

Theory: AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

Practical: 232 Angas Street, Adelaide SA 5000

#### DELIVERY MODE:

---

Classroom based, Practical work at commercial kitchen and Work placement as arranged by AAIC.

#### COST

---

Tuition Fee \$ 7,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks and Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately

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### 3.4.7 SIT50422 - DIPLOMA OF HOSPITALITY MANAGEMENT (CRICOS CODE 110944C)

#### INTRODUCTION

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete 28 units of competency in total, following the guidelines as outlined in the SIT Training Package Qualifications Rules, which requires:

- 11 core units plus
- 17 elective units

It is expected that each student will complete a pathway of Certificate III in Commercial Cookery SIT30821 and Certificate IV in Kitchen Management SIT40521 prior to commencing this qualification. This will allow the student to be granted credit transfer for up to 22 units of competency. Under this arrangement the 6 units offered by AAIC to gain this qualification are listed as below:

Unit Code	Unit Name	Core / Elective
SITXCCS016	Develop and manage quality customer service practices	Core
SITXCCS015	Enhance customer service experiences	Core
SITXFIN010	Prepare and monitor budgets	Core
SITXMGT005	Establish and conduct business relationships	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
BSBOPS502	Manage business operational plans	Elective

#### DURATION

AAIC will deliver this qualification over a 26-week period. This will consist of scheduled 20 Student Contact Hours (SCH) per week for 20 weeks (400 hours) allowing for 6 weeks of break. This takes into account public holiday periods such as Christmas & Easter, and School holiday breaks.

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## DELIVERY METHODS

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This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

## ASSESSMENT METHODS

---

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Knowledge Test
- Case studies
- Assignments
- Role plays
- Supervised Assessments
- Quiz and/ or checkpoint questions

## EMPLOYMENT PATHWAY

---

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

- Possible job titles relevant to this qualification may include:
  - Concert and Event Organiser
  - Hospitality Manager
  - Motel Manager
  - Sous Chef
  - Chef Patissier
  - Restaurant Manager

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

---

After achieving the SIT50422 - Diploma of Hospitality, students may choose to undertake SIT60322 - Advanced Diploma of Hospitality Management or other relevant qualifications.

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## INTERNATIONAL STUDENTS' ENTRY REQUIREMENTS

---

Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over.
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent
- Completed Certificate III in Commercial Cookery SIT30821 and Certificate IV in Kitchen Management SIT40521 or equivalent

### LOCATION:

---

AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

### DELIVERY MODE:

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Classroom based.

### COST

---

Tuition Fee \$ 6,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks and Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately



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### 3.4.8 SIT60322 – ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT (CRICOS CODE 110945B)

#### INTRODUCTION

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

#### QUALIFICATION RULES

Students need to complete 33 units of competency in total, following the guidelines as outlined in the SIT Training Package Qualifications Rules, which require:

- 14 core units plus
- 19 elective units

Please note: All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found within SIT Training Package and are made available for all AAIC training staff and students to review. The units offered by AAIC are listed as below:

Unit Code	Unit Name	Core / Elective
BSBFIN601	Manage organisational finances	Core
BSBOPS601	Develop and implement business plans	Core
SITXCCS016	Develop and manage quality customer service practices	Core
SITXFIN009	Manage finances within a budget	Core
SITXFIN010	Prepare and monitor budgets	Core
SITXFIN011	Manage physical assets	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
SITXHRM009	Lead and manage people	Core
SITXHRM010	Recruit, select and induct staff	Core

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Unit Code	Unit Name	Core / Elective
SITXHRM012	Monitor staff performance	Core
SITXMGT004	Monitor work operations	Core
SITXMGT005	Establish and conduct business relationships	Core
SITXMPR014	Develop and implement marketing strategies	Core
SITXWHS008	Establish and maintain a work health and safety system	Core
SITXFSA005	Use hygienic practices for food safety	Elective
SITHCCC043*	Work effectively as a cook	Elective
SITHCCC023*	Use food preparation equipment	Elective
SITHCCC041	Produce cakes, pastries and breads	Elective
SITHCCC026*	Package prepared foodstuffs	Elective
SITHCCC027*	Prepare dishes using basic methods of cookery	Elective
SITHCCC028*	Prepare appetisers and salads	Elective
SITHCCC029*	Prepare stocks, sauces and soups	Elective
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes	Elective
SITHCCC042	Prepare food to meet special dietary requirements	Elective
BSBTWK501	Lead diversity and inclusion	Elective
SITHCCC035*	Prepare poultry dishes	Elective
SITHCCC036*	Prepare meat dishes	Elective

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Unit Code	Unit Name	Core / Elective
SITHCCC037*	Prepare seafood dishes	Elective
SITHCCC040*	Prepare and serve cheese	Elective
SITHPAT016	Produce desserts	Elective
SITXHRM008	Roster staff	Elective
BSBOPS502	Manage business operational plans	Elective
SITXWHS006	Identify hazards, assess and control safety risks	Elective

#### DURATION

AAIC will deliver this qualification over a 114-week period. This will consist of scheduled 20 Student Contact Hours (SCH) per week for 98 weeks (1960 hours) allowing for 16 weeks of break. This takes into account public holiday periods such as Christmas & Easter, and School holiday breaks.

#### DELIVERY METHODS

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

#### ASSESSMENT METHODS

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Knowledge Test
- Case studies
- Assignments
- Role plays
- Supervised Assessments

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## EMPLOYMENT PATHWAY

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Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles may include:

- Conference And Event Organiser, Area Manager, Motel Manager, Operations Manager

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

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After achieving the SIT60322 – Advanced Diploma of Hospitality, students may choose to undertake further studies at higher education level.

## INTERNATIONAL STUDENTS' ENTRY REQUIREMENTS

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Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over.
- Completed year 12 (HSC or equivalent)
- Minimum IELTS 6.0 or equivalent in in PTE, TOEFL, OET and Cambridge English. :

## LOCATION:

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AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

## DELIVERY MODE:

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Classroom based.

## COST

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Tuition Fee \$ 23,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks and Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately

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### 3.4.9 AUR30620 - CERTIFICATE III IN LIGHT VEHICLE MECHANICAL TECHNOLOGY (CRICOS CODE 103622B)

#### INTRODUCTION

This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry.

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete 36 units of competency in total following the guidelines as outlined in the AUR Training Package Qualifications Rules, which requires:

- 20 core units plus
- 16 elective units

**Please note:** All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found in AUR Training Package and are made available for all AAIC training staff and students to review. The units offered by AAIC are listed as below:

Unit Code	Unit Name	Core / Elective
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace	Core
AURASA102	Follow safe working practices in an automotive workplace	Core
AURETR112	Test and repair basic electrical circuits	Core
AURETR123	Diagnose and repair spark ignition engine management systems	Core
AURETR125	Test, charge and replace batteries and jump-start vehicles	Core
AURETR129	Diagnose and repair charging systems	Core
AURETR130	Diagnose and repair starting systems	Core
AURETR131	Diagnose and repair ignition systems	Core

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Unit Code	Unit Name	Core / Elective
AURLTB103	Diagnose and repair light vehicle hydraulic braking systems	Core
AURLTD104	Diagnose and repair light vehicle steering systems	Core
AURLTD105	Diagnose and repair light vehicle suspension systems	Core
AURLTE102	Diagnose and repair light vehicle engines	Core
AURLTZ101	Diagnose and repair light vehicle emission control systems	Core
AURTTA104	Carry out servicing operations	Core
AURTTA118	Develop and carry out diagnostic test strategies	Core
AURTTB101	Inspect and service braking systems	Core
AURTTC103	Diagnose and repair cooling systems	Core
AURTTE104	Inspect and service engines	Core
AURTTF101	Inspect and service petrol fuel systems	Core
AURTTK102	Use and maintain tools and equipment in an automotive workplace	Core
AURAF103	Communicate effectively in an automotive workplace	Elective
AURETR128	Diagnose and repair instruments and warning systems	Elective
AURETR132	Diagnose and repair automotive electrical systems	Elective
AURETR143	Diagnose and repair electronic body management systems	Elective
AURLTJ102	Remove, inspect, repair and refit light vehicle tyres and tubes	Elective
AURLTJ113	Remove, inspect and refit light vehicle wheel and tyre assemblies	Elective

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Unit Code	Unit Name	Core / Elective
AURLTQ101	Diagnose and repair light vehicle final drive assemblies	Elective
AURLTQ102	Diagnose and repair light vehicle drive shafts	Elective
AURLTX101	Diagnose and repair light vehicle manual transmissions	Elective
AURLTX102	Diagnose and repair light vehicle automatic transmissions	Elective
AURLTX103	Diagnose and repair light vehicle clutch systems	Elective
AURTTA105	Select and use bearings, seals, gaskets, sealants and adhesives	Elective
AURTTF102	Inspect and service diesel fuel injection systems	Elective
AURTTJ011	Balance wheels and tyres	Elective
AURTTK001	Use and maintain measuring equipment in an automotive workplace	Elective
AURTTZ102	Diagnose and repair exhaust systems	Elective

#### DURATION

AAIC will deliver this qualification over a 52-week period. This will consist of scheduled 24 Student Contact Hours (SCH) per week for 47 weeks (1128 hours) allowing for 5-week breaks. This takes into account Public holiday periods such as Christmas & Easter, and School holiday breaks. Students will be required to undergo 192 hours of work placement as arranged by AAIC in order to gain the qualification.

#### DELIVERY METHODS

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes; practical sessions are delivered in the automotive workshop facilities and work placement is within industry. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

#### ASSESSMENT METHODS

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

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The assessment process may include:

- Written Assessment
- Practical Task
- Observation of performance
- Project
- Assignment
- Work Placement /Third Party Report

#### EMPLOYMENT PATHWAY

---

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include:

- Motor Mechanic (General)
- Automotive Light Vehicle Mechanical Repair Technician

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

#### PATHWAYS FOR FURTHER STUDIES

---

After achieving the AUR30620 Certificate III in in Light Vehicle Mechanical Technology, students may choose to undertake AUR40216 Certificate IV in Automotive Mechanical Diagnosis or other relevant qualifications.

#### INTERNATIONAL STUDENT'S ENTRY REQUIREMENTS

---

Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent

#### LOCATION:

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Theory: AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

Practical: 16 Gaelic Avenue, Holden Hill SA 5088

#### DELIVERY MODE:

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Classroom based, Practical work at an Automotive Workshop and Work placement as arranged by AAIC

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## COST

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Tuition Fee \$ 11,000

One Time Application Fees \$ 250 (Non-Refundable)

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately

Textbooks & Material Fees \$750. Refer to details below.

- Textbook for Certificate III in Light Vehicle Mechanical Technology AUR30620
- 1x Cap, 1x Long Sleeve Workshop Shirt, 1x Elastic Workshop Trouser
- 1x Safety Glasses / 1x pair Earplugs / 1x pair Hand Gloves
- Safety Shoes Required and must be arranged by the student.



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### 3.4.10 AUR40216 - CERTIFICATE IV IN AUTOMOTIVE MECHANICAL DIAGNOSIS (CRICOS CODE 097146B)

#### INTRODUCTION

This qualification reflects the role of individuals who perform advanced diagnostic tasks in the automotive retail, service and repair industry.

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete 10 units of competency in total, following the guidelines as outlined in the AUR Training Package Qualifications Rules, which requires:

- 1 core unit plus
- 9 elective units

**Please note:** All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found in AUR Training Package and are made available for all AAIC training staff and students to review. The units offered by AAIC are listed as below:

Unit Code	Unit Name	Core / Elective
AURTTA021	Diagnose complex system faults	Core
AURETR037	Diagnose complex faults in light vehicle safety systems	Elective
AURLTB104	Diagnose complex faults in light vehicle braking systems	Elective
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	Elective
AURLTE104	Diagnose complex faults in light vehicle petrol engines	Elective
AURLTE105	Diagnose complex faults in light vehicle diesel engines	Elective
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	Elective
AURTTA125	Diagnose complex faults in vehicle integrated stability control systems	Elective
AURTRR101	Diagnose complex faults in engine management systems	Elective
AURAEA004	Manage environmental and sustainability best practice in an automotive workplace	Elective

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## DURATION

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AAIC will deliver this qualification over a 26-week period. This will consist of scheduled 24 student Contact Hours (SCH) per week for 22 weeks (528 hours) allowing for 4week breaks. This takes into account public holiday periods such as Christmas & Easter, and School holiday breaks. Students will be required to undergo 192 hours of work placement as arranged by AAIC in order to gain the qualification.

## DELIVERY METHODS

---

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes, practical sessions are delivered in the automotive workshop facilities and work placement is within industry. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

## ASSESSMENT METHODS

---

Student will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Assessment
- Practical Task
- Observation of performance
- Project
- Assignment
- Work Placement /Third Party Report

## EMPLOYMENT PATHWAY

---

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include:

- Automotive Electrician
- Automotive Electrical Master Technician, Automotive Electrical Workshop Manager/Service Manager, Automotive Electrical Workshop Technical Service Advisor, Automotive Electrical Technician.

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

---

After achieving the AUR40216 Certificate IV in Automotive Mechanical Diagnosis, students may choose to undertake AUR50216 Diploma of Automotive Technology or other relevant qualifications.

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## INTERNATIONAL STUDENT'S ENTRY REQUIREMENTS

---

Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over
- Must have completed AUR30616 Certificate III in Light Vehicle Mechanical Technology
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent

### LOCATION:

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Theory: AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

Practical: 16 Gaelic Avenue, Holden Hill SA 5088

### DELIVERY MODE:

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Classroom based, Practical work at an Automotive Workshop and Work placement as arranged by AAIC.

### COST

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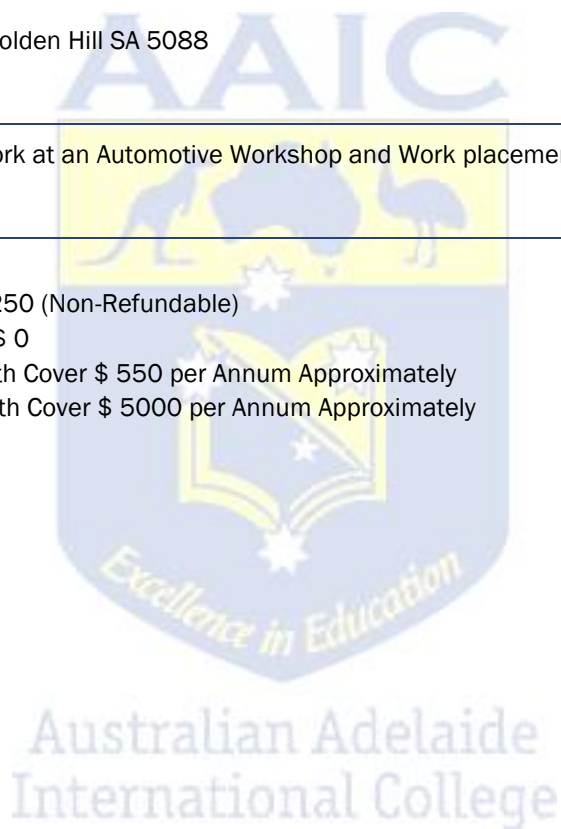
Tuition Fee \$ 6,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks and Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately



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### 3.4.11 AUR30320 - CERTIFICATE III IN AUTOMOTIVE ELECTRICAL TECHNOLOGY (CRICOS CODE 105523M)

#### INTRODUCTION

This qualification reflects the role of individuals who service, diagnose and repair electrical systems and components in vehicles in the automotive electrical service and repair industry. No licensing, legislative or certification requirements apply to this qualification at the time of publication.

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete 32 (thirty-two) units of competency in total, following the guidelines as outlined in the AUR Training Package Qualifications Rules, which require:

- Total number of units = 32
- 21 core units, plus
- 11 elective units

**Please note:** All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found in AUR Training Package and are made available for all AAIC training staff and students to review. The units offered by AAIC are listed as below:

Unit Code	Unit Name	Core / Elective
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace	Core
AURASA102	Follow safe working practices in an automotive workplace	Core
AURETK002	Use and maintain electrical test equipment in an automotive workplace	Core
AURETR006	Solder electrical wiring and circuits	Core
AURETR007	Apply knowledge of automotive electrical circuits and wiring systems	Core
AURETR027	Install ancillary electronic systems and components	Core
AURETR010	Repair wiring harnesses and looms	Core
AURETR135	Apply knowledge of petrol and diesel engine operation	Core
AURETR112	Test and repair basic electrical circuits	Core

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Unit Code	Unit Name	Core / Elective
AURETR123	Diagnose and repair spark ignition engine management systems	Core
AURETR125	Test, charge and replace batteries and jump-start vehicles	Core
AURETR128	Diagnose and repair instruments and warning systems	Core
AURETR129	Diagnose and repair charging systems	Core
AURETR130	Diagnose and repair starting systems	Core
AURETR131	Diagnose and repair ignition systems	Core
AURETR132	Diagnose and repair automotive electrical systems	Core
AURTE104	Inspect and service engines	Core
AURTTA118	Develop and carry out diagnostic test strategies	Core
AURETR009	Install vehicle lighting and wiring systems	Core
AURETR124	Diagnose and repair compression ignition engine management systems	Core
AURETR143	Diagnose and repair electronic body management systems	Core
AURTTA105	Select and use bearings, seals, gaskets, sealants and adhesives	Elective
AURTTB101	Inspect and service braking systems	Elective
AURTTC103	Diagnose and repair cooling systems	Elective
AURTTF101	Inspect and service petrol fuel systems	Elective
AURTTK102	Use and maintain tools and equipment in an automotive workplace	Elective
AURFA103	Communicate effectively in an automotive workplace	Elective
AURLTD104	Diagnose and repair light vehicle steering systems	Elective
AURLTB103	Diagnose and repair light vehicle hydraulic braking systems	Elective
AURLTD105	Diagnose and repair light vehicle suspension systems	Elective
AURLTE102	Diagnose and repair light vehicle engines	Elective

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Unit Code	Unit Name	Core / Elective
AURTTA104	Carry out servicing operations	Elective

## DURATION

AAIC will deliver this qualification over a 52-week period. This will consist of scheduled 24 Student Contact Hours (SCH) per week for 44 weeks (1056 hours) allowing for 8-week breaks. This takes into account public holiday periods such as Christmas & Easter, and School holiday breaks.

## DELIVERY METHODS

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes; practical sessions are delivered in the automotive workshop facilities. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

## ASSESSMENT METHODS

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Assessment
- Practical Task
- Observation of performance
- Project
- Assignment
- Work Placement /Third Party Report

## EMPLOYMENT PATHWAY

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include:

- Automotive Electrician
- Automotive Electrical Master Technician, Automotive Electrical Workshop Manager/Service Manager, Automotive Electrical Workshop Technical Service Advisor, Automotive Electrical Technician

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

After achieving the AUR30320 Certificate III in Automotive Electrical Technology, students may choose to undertake AUR40620 Certificate IV in Automotive Electrical Technology or other relevant qualifications.

## INTERNATIONAL STUDENT'S ENTRY REQUIREMENTS

Entry into this program requires International Students to fulfil requirements as listed below:

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- Must be 18 years of age or over
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent

**LOCATION:**

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Theory: AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

Practical: 16 Gaelic Avenue, Holden Hill SA 5088

**DELIVERY MODE:**

---

Classroom based, Practical work at an Automotive Workshop and Work placement as arranged by AAIC

**COST**

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Tuition Fee \$ 11,000

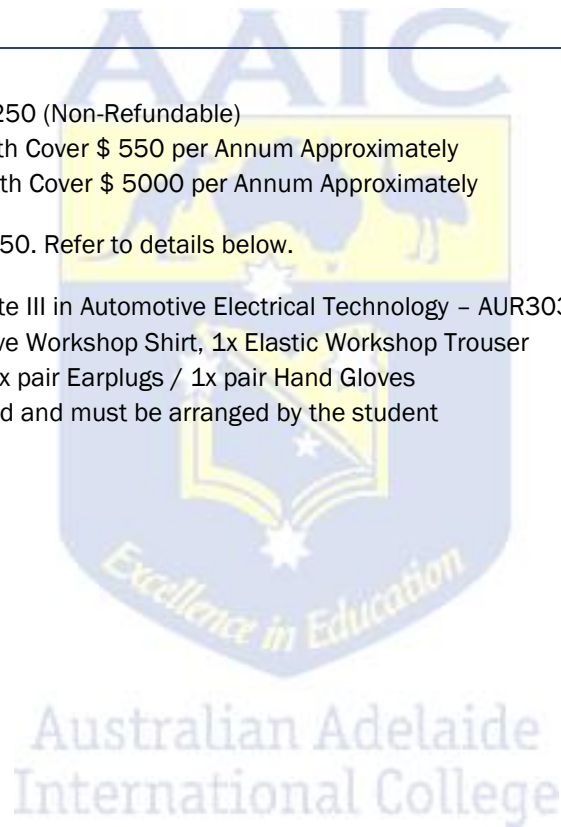
One Time Application Fees \$ 250 (Non-Refundable)

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately

Textbooks & Material Fees \$750. Refer to details below.

- Textbook for Certificate III in Automotive Electrical Technology – AUR30320
- 1x Cap, 1x Long Sleeve Workshop Shirt, 1x Elastic Workshop Trouser
- 1x Safety Glasses / 1x pair Earplugs / 1x pair Hand Gloves
- Safety Shoes Required and must be arranged by the student



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### 3.4.12 AUR40620 - CERTIFICATE IV IN AUTOMOTIVE ELECTRICAL TECHNOLOGY (CRICOS CODE 105524K)

#### INTRODUCTION

This qualification reflects the role of individuals who work as master diagnostic technicians the automotive service and repair industry; servicing, diagnosing, and repairing vehicle electrical systems and components. A range of advanced electrical diagnostic skills and knowledge is necessary, and leadership and supervision of others would be expected. No licensing, legislative or certification requirements apply to this qualification at the time of publication.

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete 10 (ten) units of competency in total, following the guidelines as outlined in the AUR Training Package Qualifications Rules, which require:

- Total number of units = 10
- 1 core unit, plus
- 9 elective units

**Please note:** All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found in AUR Training Package and are made available for all AAIC training staff and students to review. The units offered by AAIC are listed as below:

Unit Code	Unit Name	Core / Elective
AURTTA021	Diagnose complex system faults	Core
AURTR101	Diagnose complex faults in engine management systems	Elective
AURTTA125	Diagnose complex faults in vehicle integrated stability control systems	Elective
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and	Elective
AURATA005	Estimate and quote automotive mechanical and electrical repairs	Elective
AURETR139	Diagnose complex faults in light vehicle in theft-deterrent systems	Elective
AURTTA017	Carry out vehicle safety inspections	Elective
AURETR137	Diagnose complex faults in light vehicle safety systems	Elective
AURTNA001	Estimate and quote automotive vehicle or machinery modifications	Elective
AURETR034	Develop and apply electrical system modifications	Elective

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## DURATION

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AAIC will deliver this qualification over a 52-week period which consists of total 976 student contact hours. This qualification requires students to attend 24 hours per week of theory and practical training over a period of 24 weeks (576 hours) and work placement of 20 hours per week for 20 weeks (400 hours) allowing for 8 weeks term break.

## DELIVERY METHODS

---

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes, practical sessions are delivered in the automotive workshop facilities and work placement is within industry. The trainer will provide any additional learning material where gaps are identified in either the student's underpinning knowledge or the training resources.

## ASSESSMENT METHODS

---

Student will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Assessment
- Practical Task
- Observation of performance
- Project
- Assignment
- Work Placement /Third Party Report

## EMPLOYMENT PATHWAY

---

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include:

- Automotive Electrician
- Automotive Electrical Master Technician, Automotive Electrical Workshop Manager/Service Manager, Automotive Electrical Workshop Technical Service Advisor, Automotive Electrical Technician.

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

---

After achieving the AUR40620 Certificate IV in Automotive Electrical Technology, students may choose to undertake AUR50216 Diploma of Automotive Technology or other relevant qualifications.

## INTERNATIONAL STUDENT'S ENTRY REQUIREMENTS

---

Entry into this program requires International Students to fulfil requirements as listed below:

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- Must be 18 years of age or over
- Must have completed AUR30616 Certificate III in Light Vehicle Mechanical Technology
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent

**LOCATION:**

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Theory: AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

Practical: 16 Gaelic Avenue, Holden Hill SA 5088

**DELIVERY MODE:**

---

Classroom based, Practical work at an Automotive Workshop and Work placement as arranged by AAIC.

**COST**

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Tuition Fee \$ 12,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks and Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately



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### 3.4.13 AUR50216 - DIPLOMA OF AUTOMOTIVE TECHNOLOGY (CRICOS CODE 097147A)

#### INTRODUCTION

This qualification reflects the role of individuals who diagnose, analyse, evaluate, design and modify vehicle systems in the automotive retail, service and repair industry.

This course is designed for international students who will be involved in classroom training in a full time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete 12 units of competency in total, following the guidelines as outlined in the AUR Training Package Qualifications Rules, which requires:

- 1 core unit plus
- 11 elective units

**Please note:** All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found in AUR Training Package and are made available for all AAIC training staff and students to review. The units offered by AAIC are listed as below:

Unit Code	Unit Name	Core / Elective
AURFA007	Develop and Document specifications and procedures	Core
AURLTQ003	Analyse and evaluate faults in light vehicle transmission and driveline systems	Elective
AURETA002	Analyse and evaluate electrical and electronic faults in body management systems	Elective
AURETA004	Analyse and evaluate electrical and electronic faults in convenience and entertainment systems	Elective
AURETA005	Analyse and evaluate electrical and electronic faults in theft-deterrent systems	Elective
AURETB002	Analyse and evaluate electrical and electronic faults in dynamic control management systems	Elective

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Unit Code	Unit Name	Core / Elective
AURETE001	Analyse and evaluate electrical and electronic faults in engine management systems	Elective
AURETR034	Develop and apply electrical system modifications	Elective
AURLTB002	Analyse and evaluate faults in light vehicle braking systems	Elective
AURLTD007	Analyse and evaluate faults in light vehicle steering and suspension systems	Elective
AURLTE003	Analyse and evaluate faults in light vehicle engine and fuel systems	Elective
AURTNA001	Estimate and quote automotive vehicle or machinery modifications	Elective

#### DURATION

AAIC will deliver this qualification over a 31-week period. This will consist of scheduled 24 Student Contact Hours (SCH) per week for 27 weeks (648 hours) allowing for 4 week breaks. This takes into account Public holiday periods such as Christmas & Easter, and School holiday breaks.

#### DELIVERY METHODS

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes; practical sessions are delivered in the automotive workshop facilities. The trainer will provide any additional learning material where gaps are identified in either student's underpinning knowledge or the training resources.

#### ASSESSMENT METHODS

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Assessment
- Practical Task
- Observation of performance
- Project
- Assignment
- Work Placement /Third Party Report

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## EMPLOYMENT PATHWAY

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Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include:

- Automotive Electrical Workshop Manager/Service Manager, Automotive Electrical Workshop, Technical Service Advisor, Automotive Master Technician.

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

---

After achieving the AUR50216 Diploma of Automotive Technology, students may choose to undertake further studies.

## INTERNATIONAL STUDENT'S ENTRY REQUIREMENTS

---

Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over
- Must have completed an automotive Certificate IV qualification in one of the following disciplines or be able to demonstrate equivalent competency.
  - AUR40216 Certificate IV in Automotive Mechanical Diagnosis
  - AUR40816 Certificate IV in Automotive Mechanical Overhauling.
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent

## LOCATION:

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Theory: AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

Practical: 16 Gaelic Avenue, Holden Hill SA 5088

## DELIVERY MODE:

---

Classroom based Practical work at an Automotive Workshop.

## COST

---

Tuition Fee \$ 6,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks and Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately

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### 3.4.14 AUR50116 - DIPLOMA OF AUTOMOTIVE MANAGEMENT (CRICOS CODE 107247K)

#### INTRODUCTION

This qualification reflects the role of individuals who undertake leadership and management roles in the automotive industry. It is suitable for entry into senior management roles in all sectors of the automotive industry.

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. These students may come from different countries and cultural backgrounds and must hold a valid student visa.

#### QUALIFICATION RULES

Students need to complete 12 units of competency in total, following the guidelines as outlined in the AUR Training Package Qualifications Rules, which requires:

- 6 core unit plus
- 6 elective units

**Please note:** All the elective units have been selected by the college through an extensive consultative process with industry partners and they have been identified to provide knowledge and skills appropriate for the industry. The full list of units can be found in AUR Training Package and are made available for all AAIC training staff and students to review. The units offered by AAIC are listed as below:

Unit Code	Unit Name	Core / Elective
AURAEA004	Manage environmental and sustainability best practice in an automotive workplace	Core
AURAMA005	Manage complex customer issues in an automotive workplace	Core
AURAMA006	Contribute to planning and implementing business improvement in an automotive workplace	Core
BSBFIM501	Manage budgets and financial plans	Core
BSBMGT502	Manage people performance	Core
BSBWHS501	Ensure a safe workplace	Core
BSBCUS501	Manage quality customer service	Elective

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Unit Code	Unit Name	Core / Elective
BSBHRM405	Support the recruitment, selection and induction of staff	Elective
BSBLED401	Develop teams and individuals	Elective
BSBMGT517	Manage operational plan	Elective
BSBWOR501	Manage personal work priorities and professional development	Elective
BSBWOR502	Lead and manage team effectiveness	Elective

#### DURATION

AAIC will deliver this qualification over a 52-week period. This will consist of scheduled 20 Student Contact Hours (SCH) per week for 44 weeks (880 hours) allowing for 8week breaks. This takes into account public holiday periods such as Christmas & Easter, and School holiday breaks.

#### DELIVERY METHODS

This program is delivered through classroom based face-to-face training, including simulated individual or group exercises in theory classes; practical sessions are delivered in the automotive workshop facilities. The trainer will provide any additional learning material where gaps are identified in either student's underpinning knowledge or the training resources.

#### ASSESSMENT METHODS

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery or as advised by the trainer. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Assessment
- Practical Task
- Observation of performance
- Project
- Assignment

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## EMPLOYMENT PATHWAY

---

Students are provided with advice on employment and training options throughout the delivery of the program. Job roles and titles may vary across different industry sectors. Possible job titles relevant to this qualification include:

- Automotive Warehouse Manager, Customer Service Manager (Automotive), Automotive Services/Repair Manager, Purchasing Manager, Automotive Aftermarket Manager, Automotive Retail Sales Manager, Dealer Principal, Operations Manager, Automotive Purchasing Manager, Area Manager, Automotive Workshop Manager, Workplace Manager, Parts Manager, Marketing Manager

(AAIC does not guarantee an employment outcome, licence, or accreditation at the completion of this qualification).

## PATHWAYS FOR FURTHER STUDIES

---

After achieving the AUR50116 Diploma of Automotive Management, students may choose to undertake further studies.

## INTERNATIONAL STUDENT'S ENTRY REQUIREMENTS

---

Entry into this program requires International Students to fulfil requirements as listed below:

- Must be 18 years of age or over
- Completed year 12 (HSC or equivalent)
- Minimum 6.0 IELTS score or equivalent

## LOCATION:

---

Theory: AAIC Campus, Level 1, 135 Pirie Street, Adelaide SA 500

Practical: 16 Gaelic Avenue, Holden Hill SA 5088

## DELIVERY MODE:

---

Classroom based Practical work at an Automotive Workshop.

## COST

---

Tuition Fee \$ 10,000

One Time Application Fees \$ 250 (Non-Refundable)

Textbooks and Material Fees \$ 0

Single Overseas Student Health Cover \$ 550 per Annum Approximately

Family Overseas Student Health Cover \$ 5000 per Annum Approximately

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### 3.4.15 HOW TO APPLY FOR THE COURSE

Read and understand the Student Handbook carefully before applying to study at AAIC

1. Complete the AAIC Application Form which can be downloaded [www.aaic.edu.au](http://www.aaic.edu.au)
2. Attach certified copies of the following documents:
  - a. Your current Passport
  - b. Academic transcripts (minimum Year 12 or equivalent)
  - c. English language test result (IELTS 6.0 overall or Equivalent)
  - d. One recent passport size photo
  - e. Financial Documents to support your funding.
  - f. Any other documents to support your application.
3. Please return your completed application form with all the relevant supportive documents to Australian Adelaide International College. Incomplete forms and/or any application received without the application fees of \$250 (non-refundable) will not be processed.
4. All Bank cheques/DD must be payable to Australian Adelaide International College Pty Ltd. Direct deposits can be made to:

Account name: Australian Adelaide International College Pty Ltd  
Bank name: Commonwealth Bank of Australia  
BSB: 065000  
Account Number: 11264774  
Swift Code: CTBAU2S
5. Upon successful approval of Application, letter of offer and agreement will be issued to the student or the nominated agent. This may be subject to the condition/s as determined by the student administration department.
6. If the student is satisfied with terms & conditions, the student will be required to sign and return Letter of Offer and Agreement with the evidence satisfying condition/s on enrolment.
7. Once the signed Letter of Offer and Agreement is received by AAIC along with the first instalment of Fees, an electronic confirmation of enrolment (eCOE) will be issued.

#### Mail/Email

Australian Adelaide International College Pty Ltd  
Level 1, 135 Pirie Street  
Adelaide South Australia 5000

**Phone:** +61 8 8232 7788    **Email:** [info@aaic.edu.au](mailto:info@aaic.edu.au)

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## 4 STUDENT SUPPORT SERVICES

4.1 Student Induction and Orientation

4.2 Study Cycle of an International Student

4.3 International Student Support Services



International College

### 4.1 STUDENT INDUCTION AND ORIENTATION

The AAIC International Student Handbook is readily available at AAIC reception and can be downloaded from college website [www.aaic.edu.au](http://www.aaic.edu.au). It is student's responsibility to read and understand all the contents of the Handbook prior to commencement of studies. You can approach any member of staff if you have any questions regarding your studies or welfare.

The AAIC International Student Handbook will provide you with the essential information required during your course of study, such as:

- Your rights and responsibilities as an international student

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- Conditions you need to be aware of in relation to your student visa
- Student support services offered by the College in both academic and welfare areas at no additional cost to the student.
- AAIC Policies and procedures
- Course information
- Course Fees and charges
- Issuing of Certificates and Qualifications

## STUDENT ORIENTATION

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AAIC shall undertake an orientation session for every commencing student which will enable student to understand their visa obligations as an international student. Students will also be provided with a Student Orientation Handbook at that time which will provide you with important details about AAIC, Adelaide and other relevant information in order to assist you to settle in Australian life style. In the first two weeks of your course, please use the below Induction Checklist to organize yourself. If you are not sure of any aspect of your course orientation, please ask at Student Administration and you will be directed to the appropriate training or student support staff member.

## STUDENT INDUCTION CHECKLIST

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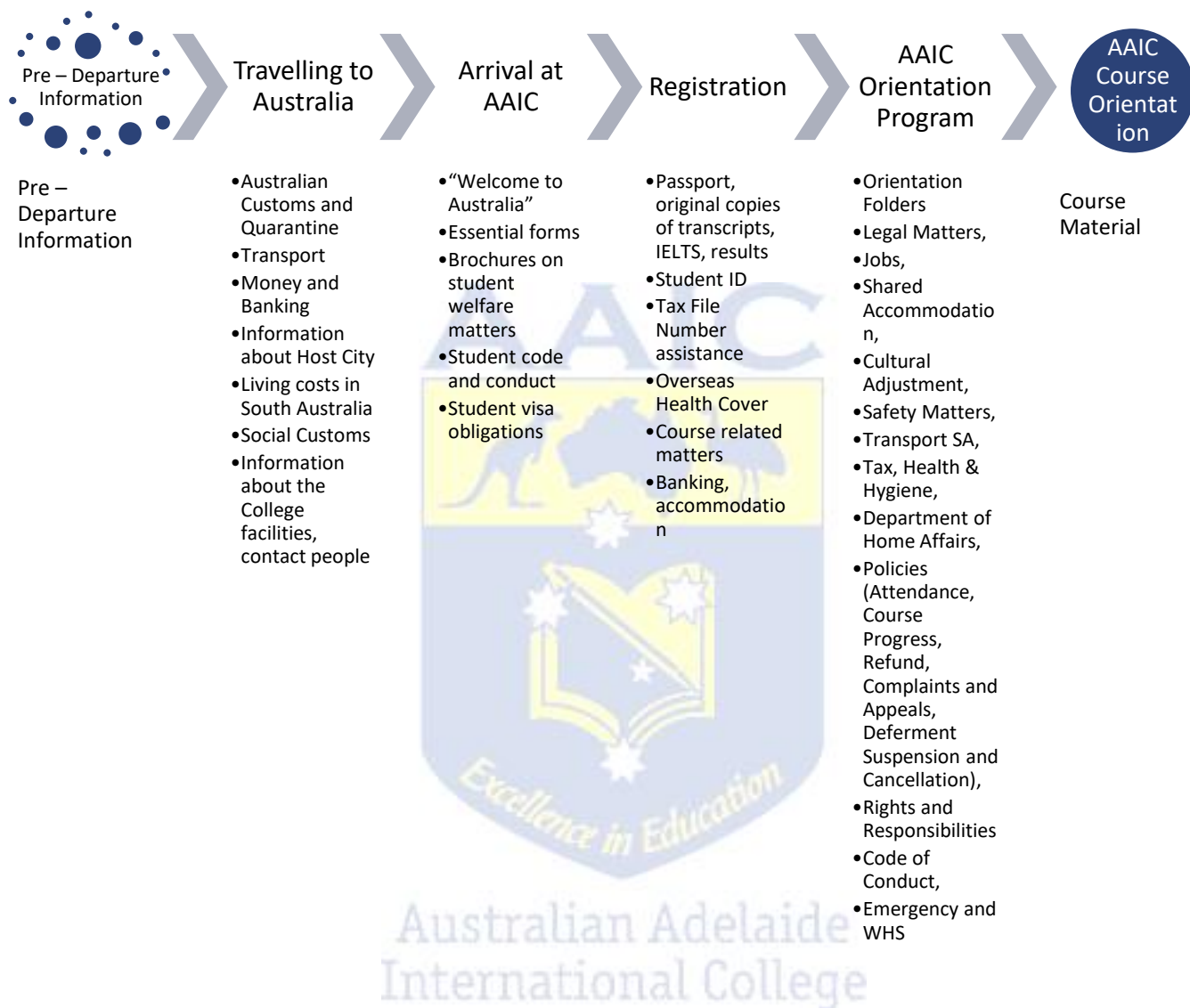
- |   |  |
|---|--|
| ○ Role of Student Support Team                                  | ○ Dates of relevant excursions           |
| ○ How to access staff   | ○ Explanation of policies and procedures |
| ○ Student Welfare Services                                      | ○ Student Visa obligations               |
| ○ Course details  | ○ ESOS Rights and Responsibilities       |
| ○ Explanation of books and learning materials required and cost | ○ Attendance requirements                |
| ○ Timetable for the term  | ○ Academic requirements                  |
| ○ Dates when assessments occur                                  | ○ Code of Conduct                        |

  
 Australian Adelaide  
 International College

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## 4.2 STUDY CYCLE OF AN INTERNATIONAL STUDENT



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## 4.3 INTERNATIONAL – STUDENT SUPPORT SERVICES

The College's Student Administration office can provide support and information on everything from courses offered at AAIC, travel to accommodation, health, academic and general support.

The Student Administration Office can be contacted on **+61 8 8232 7788** between the hours of **9.00 am and 5.00 pm, Monday to Friday (Except Public Holidays)**, or email [info@aaic.edu.au](mailto:info@aaic.edu.au) for advice on matters such as:

- Assistance with everyday practical difficulties: accommodation, OSHC, orientation and enrolment, student ID cards, Tax File numbers.
- Advice on Course related matters: Policies and procedures, assessments, English language support and learning support.
- Referrals to other agencies: Immigration matters, legal matters, specialist counselling, health and wellbeing.
- Cultural adjustments: Understanding the stages of adjustment; strategies to ease transition to a new culture; dealing with homesickness.
- Problem solving and decision making: Housing, finances, work, study, legal issues.
- Personal adjustments and relationships: Counselling; self-help resources.

Please see your Trainer regarding academic enquiries relating to your course program, such as attendance, results/awards, and assessments.

### COUNSELLING

The AAIC has experienced and dedicated staff that can provide basic counselling and resource information on a range of issues that may affect your studies and wellbeing. Your issue may be resolved early or you could be referred to more specialized counselling. It is important to talk to someone who can help prevent problems from escalating. Common issues students may face include:

- Adjusting to Australian life and culture
- Anxiety and depression
- Financial matters
- Grief and loss
- Homesickness
- Personal, relationship and family difficulties
- Stress and anxiety
- Study and academic progress
- Unexpected life situations

### BASIC COMPUTER LITERACY SKILLS

Some basic skills taught include MS Word: opening, saving, spell check, highlighting, page breaks, formatting, finding information, copying, cutting, bullets and numbering, table of contents, inserting pictures/graphics, borders, using keyboard shortcuts. Please let us know if you have difficulties with word processing as it is important to gain these basic skills for assignment presentation.

### BROCHURES AND SELF HELP RESOURCES

Students have access to a range of self-help resources which the College has collated in relation to information on health and wellbeing, accommodation, legal matters, jobs and employment, counselling, study skills, and referrals to other sources. This information is available at reception or just ask Student Support Officer.

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## ENGLISH LANGUAGE SUPPORT

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Additional English language support is offered to international students focusing on specific areas of need, as determined through training process in the classroom. For more intensive support, students can enrol in one of many English support lessons available at various ELICOS institutions to help them with aspects of their language development.

**Note:** AAIC does not provide any visa related assistance or advice to students. Students are advised to contact nearest Australian High Commission in their home country or visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au). You may also seek professional advice from Registered Migration agents for visa related matters. Further information can be accessed from [www.mara.gov.au](http://www.mara.gov.au)



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## 5 STUDENT'S RIGHTS & RESPONSIBILITIES

5.1 International Students' Rights & Responsibilities: ESOS Framework

5.2 Visa Conditions

5.3 Reporting Requirements

5.4 Student Code of Conduct

5.5 Unique Student Identifier (USI)



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## 5.1 INTERNATIONAL STUDENTS' RIGHTS & RESPONSIBILITIES: ESOS FRAMEWORK

The Australian government laws promote quality education and consumer protection for overseas students. In particular, the ESOS Act 2000 and the National Code 2018 are laws which will be referred to from time to time. Australian Adelaide International College CRICOS Number is 03126F. CRICOS Registration guarantees that the course and the education provider meet high standards. As an overseas student on a student visa, you have a number of rights and responsibilities, as outlined in the ESOS Framework, included as the following two pages, which is designed to give a broad outline to prospective students. For further information, please visit the website: <https://internationaleducation.gov.au>.

Due to Machinery of Government changes, please note that any references to DEEWR, DIISR, DIISRTE or DIICCSRTE in the ESOS legislative framework are now replaced by the Department of Education.

As an overseas student on a student visa, you have responsibilities to:

- Satisfy all of your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory attendance and course progress as per your visa conditions

### Contact Details

Why	Who	How
For Policies and Procedures that affect your progress	Your college	<ul style="list-style-type: none"> <li>• Speak with your college.</li> <li>• Go to your college's website <a href="http://www.aaic.edu.au">www.aaic.edu.au</a></li> </ul>
For your ESOS rights and responsibilities	Department of Education and training	<a href="http://www.education.gov.au/international-education">www.education.gov.au/international-education</a> <ul style="list-style-type: none"> <li>• + 61 1300 566 045</li> </ul>
For Visa matters	Department of Home Affairs	<ul style="list-style-type: none"> <li>• <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a></li> <li>• Phone 131 881 in Australia</li> <li>• Contact Australian High Commission in your country</li> </ul>

Further information on ESOS legislative Framework can be viewed on:

<https://internationaleducation.gov.au>

**Note:** Australian Adelaide International College does not accept students under the age of 18.

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## 5.2 VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the COE
- Maintain satisfactory attendance. You must attend 20 hours per week of schedule classes
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit:

[www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

*Remember, family members are also subject to visa conditions which relate to them.*

### 1. Keep your visa current

- The expiry date is printed on the visa label in your passport
- Changes in your enrolment may affect your visa
- You must renew your visa before your current visa expires

### 2. Change of contact details

- Inform your education provider of your residential address within seven days of arriving in Australia
- Any further change of address must be lodged with the provider within seven days

### 3. Enrol full time and be expected to finish your course within the date specified on your visa

### 4. Complete six months of your principal study before considering a change of provider.

You will need a Letter of Release if you are seeking release before this six-month period and a Letter of Offer from the new provider.

### 5. Understand your Work Rights

- You must have a valid student visa with Permission to Work issued by Department of Home Affairs.
- You can work a maximum of 20 hours per week during study periods and unlimited hours between terms.

### 6. Overseas Student Health Cover

You are expected to maintain adequate Overseas Student Health Cover for the duration of your visa. It is your responsibility to ensure your cover does not lapse. The International Student Officer can assist to organize a renewal.

### 7. Attendance

You must attend at least 80% classes as detailed in the College's - Monitoring Attendance Policy and Monitoring Course Progress Policy for all courses.

### 8. Satisfactory Course Progress

You are required to achieve satisfactory academic results in each term of your study, or you will be requiring to fully participate in an Intervention Plan, so that you can complete your studies within the expected duration of your course.

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## 5.3 REPORTING REQUIREMENTS

Under Australian Government Law, the College is required to enter the enrolment of all international students into PRISMS, a database reporting system linked to Department of Home Affairs. The reporting required by PRISMS is exception reporting. This occurs when a student:

- Does not commence on time. In other words, the student may not turn up or has not arranged for a later start because of compelling and compassionate reasons; or
- Terminates their study before course completion; or
- Changes their program or duration; or
- Fails to comply with their visa conditions regarding attendance or academic performance.
- The College has an obligation to report these situations into the PRISMS system. If a student is considered to be non-compliant, the PRISMS system will generate a non-compliance notice which is sent to the student. This may result in a Cancellation of the visa.

## 5.4 STUDENT CODE OF CONDUCT

### OVERVIEW

AAIC Student Code of Conduct provides a framework for the standard of conduct expected of students of AAIC with respect to their academic integrity and behaviour. It outlines the primary obligations of students, and directs staff and students to the code and related procedures.

Where a student breaches this Code, AAIC may take disciplinary action. Such matters will be handled in accordance with the AAIC P40 Deferring, Suspending or Cancelling Policy.

AAIC Student Code of Conduct aims at providing a learning culture that prepares students to learn effectively and to gain the necessary skills for employment or further studies. Providing superior education in which students are encouraged to strive for excellence.

AAIC expects Students and trainers will help to contribute to this aim. Students will practice the qualities that AAIC and their employers seek and at all times act in a respectful and courteous manner. An environment free of harassment, discrimination and threatening behaviour will operate at all times.

AAIC recognises the values of Diversity and differences, Co-operation, Respect, and Tolerance & Freedom of expression well-established in social responsibility.

### EXPECTED BEHAVIOUR WHILE ON CAMPUS

Whilst on campus, all students are expected to behave in a considerate and respectful manner towards other students, staff and visitors. Unacceptable behaviour restricts academic progress and hinders the work performance of others.

Students are encouraged to

- Speak in English whilst on campus
- Be respectful and courteous to everyone
- Be punctual and attend all classes
- Arrive and leave class at scheduled times, otherwise seek permission from your trainer
- In class, allow everyone an opportunity to learn. Listen and avoid interrupting others
- Submit all work on time
- If you miss class, it is your responsibility to catch up
- Turn off your mobile phones

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- Adhere to the required dress and safety standards in your relevant course
- Alcohol, drugs and smoking are strictly prohibited
- Place all rubbish in the bins provided in the classroom

## UNACCEPTABLE BEHAVIOUR OR MISCONDUCT

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AAIC recognizes 2 forms of Misconduct of unacceptable behaviour as listed below

- Academic misconduct
- General misconduct

## ACADEMIC MISCONDUCT

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The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the college:

### ASSESSMENT TASKS

---

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.
- Any other way of academic misconduct as per AAIC's Plagiarism Policy.

### EXAMINATIONS

---

- Students must not help or receive assistance from other students
- Students must not request the loan of or lend materials or devices to other students
- Students must not bring any materials into the examination room other than those specified for that examination
- Students must not use computer software or other devices during an examination other than those specified.
- A student may be excluded from a final examination in a unit for any of the following reasons:
  - unauthorized absence from class
  - failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-term tests (if applicable)

### GENERAL MISCONDUCT

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General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals college's property or the property of others; alters/defaces the college documents or records; prejudices the good name of the college, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;
- prejudices the good name or reputation of the college;
- prejudices the good order and governance of the college or interferes with the freedom of other people to pursue their studies.
- wilfully disobeys or disregards any lawful order or direction from college personnel;

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- refuses to identify him or herself when lawfully asked to do so by an officer of the college;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the college, or on college premises or other premises to which the student has access as a student of the college;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the college;
- knowingly makes any false or misleading representation about things that concern the student as a student of the college or breaches any of college rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the college, or any other person while the student is engaged in study or other activity as a College student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of the college;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the college premises while acting as the college student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of the college or for which the college is responsible; or
- Is guilty of any improper conduct.

#### CONSEQUENCES OF STUDENT MISCONDUCT

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In relation to disciplinary matters listed above, AAIC may suspend or cancel a student's enrolment, according to AAIC P40 Deferring, Suspending or Cancelling Policy.

**Please refer to AAIC P40 Deferring, Suspending or Cancelling Policy for further information.**

#### COMPLAINT, GRIEVANCES & APPEAL

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All students are to be given the opportunity to access the AAIC complaints, grievances and appeals procedure before reporting any provider-initiated suspensions or cancellations of enrolments via PRISMS. The students must be advised that they have 20 working days to lodge an appeal form the issue of final notification.

Where a student decides to access this procedure within 20 working days of notification the college will maintain the student enrolment until the process has finalised before going ahead with the reporting of the student's enrolment changes via PRISMS.

Where a student decides not to access this procedure within 20 working days of notification the college will continue with it reporting process.

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## 5.5 UNIQUE STUDENT IDENTIFIER (USI)

### ABOUT THE UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost. The USI is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016. When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life. Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

### THE USI INITIATIVE WILL:

- Seamlessly link information about a student's VET achievements, regardless of where they studied.
- Enable students to easily access secure digital transcripts of their achievements.
- Give students access to, and more control over, their educational information.

### WHO NEEDS A USI?

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time
- school students completing nationally recognised training; and
- students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

- give their USI to each training organisation they study with.
- view and update their details in their USI account.
- give their training organisation permission to view and/or update their USI account.
- give their training organisation view access to their transcript.
- control access to their transcript; and
- view online and download their training records and results in the form of a transcript.

### HOW TO GET A USI

It is free and easy for students to create their own USIs online. While students may create their own USI, AAIC is also able to create USIs for students. AAIC may do this as part of the enrolment process or when students begin studying. Where this service is provided, AAIC shall advise its students.

### STEPS TO CREATE A USI

The following steps show how students can create a USI:

**Step 1** Have at least one and preferably two forms of ID ready from the list below:

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- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card

**IMPORTANT:** To make sure we keep all student's training records together, the USI will be linked to the student's name as it appears on the form of ID used to create the USI. The personal details entered when a student creates a USI must match exactly with those on their form of ID. If a student has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a student get a USI.

**Step 2** Have contact details ready (e.g. email address, or mobile number, or address).

**Step 3** Visit the USI website at: [usi.gov.au](http://usi.gov.au).

**Step 4** Select the 'Create a USI' link and follow the steps.

**Step 5** Agree to the Terms and Conditions.

**Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact.

**Step 7** The student should then write down the USI and keep it somewhere handy and safe.

For more information, please visit [www.usi.gov.au](http://www.usi.gov.au)

#### USI PRIVACY NOTICE

If you do not already have a Unique Student Identifier (USI) and you want AAIC to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, AAIC will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document.
- your date of birth, as it appears, if shown, in the chosen document of identity.
- your city or town of birth.
- your country of birth.
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

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If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar, we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask AAIC to make an application for a student identifier on your behalf, AAIC will have to declare that AAIC has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that AAIC has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts.
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs.
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies.
  - VET Regulators to enable them to perform their VET regulatory functions.
  - VET Admission Bodies for the purposes of administering VET and VET programs.
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies.
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses.
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics.
  - researchers for education and training related research purposes.
  - any other person or agency that may be authorised or required by law to access the information;
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

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## USI PRIVACY POLICIES AND COMPLAINTS

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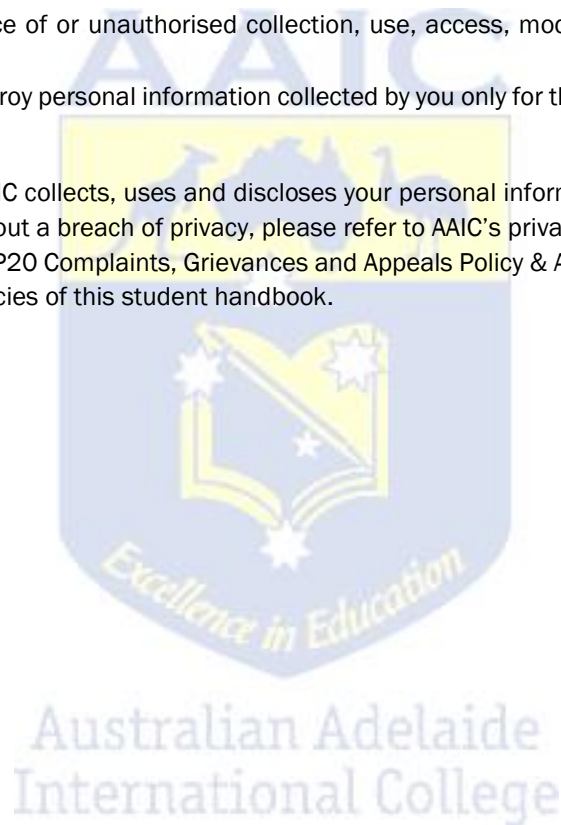
You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy <http://usi.gov.au/Pages/privacy-policy.aspx> or by contacting the Registrar through <http://usi.gov.au/Pages/contact-us.aspx>

The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how AAIC collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to AAIC's privacy policy which can be found in AAIC P26 Privacy Policy, AAIC P20 Complaints, Grievances and Appeals Policy & AAIC P19 Records Management Policy found in Section 7 -Policies of this student handbook.



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## STUDENT WELFARE INFORMATION

6.1 Health and Medical

6.2 Adjusting to a new Culture

6.3 Counselling

6.4 Bringing Your Family

6.5 Living Expenses

6.6 Working in Australia

6.7 Communication

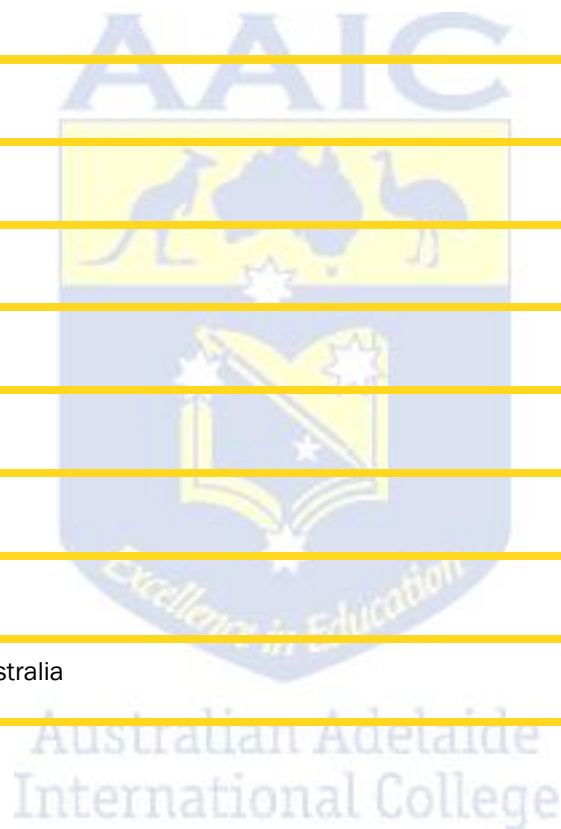
6.8 Financial Information

6.9 Transport

6.10 Driving in Australia

6.11 Leisure Activities

6.12 Laws and Safety in Australia



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## 5.6 HEALTH AND MEDICAL

### EMERGENCIES

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**Dial 000** for Police, Ambulance, and Fire Brigade

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations** only. Emergency 000 lines should not be used for general medical assistance.

### POLICE

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In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation**, you can contact your local police station directly or call 13144. Please refer to the White Pages or Yellow Pages Telephone Directories or online at [www.whitepages.com.au](http://www.whitepages.com.au) or [www.yellowpages.com.au](http://www.yellowpages.com.au) for details of the station in your area, or alternatively, phone Telstra Directory Information Assistance on **1223**.

### FIRE

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The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

### AMBULANCE

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Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial **000**

### STATE EMERGENCY SERVICE

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The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

### CRISIS COUNSELING

---

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

### POISONS INFORMATION LINE

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The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

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## EMERGENCY TRANSLATION

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For translation service in an emergency situation dial **1300 655 010**

## OVERSEAS STUDENT HEALTH COVER (OSHC)

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Overseas Student Health Cover is a requirement of entry into Australia for all international students and their dependents. It is your responsibility to ensure that you have adequate cover for the entire duration of your student visa.

All students are free to choose their own health care provider, but the College's preferred health care provider is AHM. In general, OSHC covers treatment by a doctor, either in a public hospital or in a doctor's surgery. It also covers pathology and x rays, ambulance transport and a limited amount of prescription medication. Please check with the Student Administration Office to receive updated information and brochures on what is covered by your health cover insurance or you can visit [http:// www.homeaffairs.gov.au/trav/stud/more/health-insurance-for-students](http://www.homeaffairs.gov.au/trav/stud/more/health-insurance-for-students)

You must have health insurance while in Australia. Health insurance can be provided by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance. **See: [Overseas Student Health Cover – Frequently Asked Questions](#)**

You can ask your education provider to organise OSHC for you, or you can select an approved OSHC provider yourself and pay the insurance.

**Exceptions:** You do not need OSHC if you are:

- a Norwegian student covered by the Norwegian National Insurance Scheme
- a Swedish student covered by the National Board of Student Aid or by Kammarkollegiet
- a Belgian student covered under the Reciprocal Health Care Agreement with Australia.

If you are studying at more than one educational provider and both are arranging OSHC, you will have to ensure that there is no gap between policies. This means that as one policy expires the next commences immediately.

OSHC is available for a period of up to five years. If your course exceeds five years in length, then OSHC providers may issue cover for a longer period. If you have a child born after your arrival in Australia, and you only have a single OSHC policy you must change that to a family policy. If family members join you after your arrival in Australia they will have to demonstrate that they have an OSHC policy for the duration of their visas.

### PROOF OF INSURANCE:

When you lodge your application, you must provide a receipt or other proof of your OSHC payment. The OSHC should commence when you arrive in Australia. Which insurers offer OSHC IN Australia?

- [Australian Health Management](#)
- [BUPA Australia](#)
- [Medibank Private](#)
- [Allianz Global Assistance \(subcontracted by Lysaght People care\)](#)
- [nib OSHC](#)

## HEALTH CARE CARD

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Your OSHC fee is paid with your initial tuition fees before arrival in Australia. You will be issued your health care card at enrolment. It usually takes two weeks from the receipt of your application.

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## WHAT IF YOU GET SICK BEFORE RECEIVING YOUR CARD?

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All international students are covered from the date of their arrival in Australia. However, if you need to see a doctor, you will have to pay the required amount and keep the receipt. Once you receive your AHM card you will be reimbursed for the appropriate amount.

### Why do you need health cover?

1. Medical treatment in Australia is expensive and if you have an accident or get sick, OSHC will cover many of your expenses
2. It is a requirement of your student visa condition set out by Department of Home Affairs
3. If you don't have OSHC and you let your cover lapse, your visa could be cancelled
4. Ensures peace of mind

## MEDICAL HELP

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Doctor (GP): If you are sick and it is not an emergency, you can visit a GP (General Practitioner). GP's take care of non-emergencies and can refer you to specialists if needed. To find a GP closest to you, check in the Yellow Pages Directory under Medical Practitioners. If you need an interpreter during your medical visit your doctor may be able to provide you one from the Translating and Interpreting Service (TIS): **TEL 131 450**. At times, there may be a cost involved.

## HEALTH DIRECT

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Health direct Australia provides a Nurse on Call phone service that gives immediate, expert health advice from a registered nurse, 24 hours a day, and 7 days a week. The service, staffed by registered nurses, is available from any landline for the cost of a local call. (Mobile phone calls may be charged at a higher rate). Some examples of when you may need this service:

- You or someone you're caring for is feeling unwell
- You are not sure if you should seek medical help
- You're away from home or situated a long way from medical help
- You simply want advice or information about health services in your area.

The service provides access to interpreting services for callers not confident with English. A brochure is available: <http://www.healthdirect.org.au/> **Health Direct: 1800 022 222**

If you are sick, your doctor may prescribe medicines such as antibiotics. Prescription medication is available at the chemist or pharmacist. Your OSHC will only pay for limited prescriptions. Make sure you show your health card when paying for your prescriptions. If you have any questions about medicines, speak to the chemist or phone the Medicine Line on 1300 888 763, during business hours. Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

## DENTISTS/ OPTOMETRISTS/PHYSIOTHERAPISTS

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Your Overseas Student Health Cover does not generally cover these services. You should consult the Yellow Pages Telephone Directory under the particular headings to select a service nearest to you.

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## PHYSICAL WELLBEING

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Studying and working can be stressful at times. Make sure you eat and drink plenty of water. A balanced diet of fruit and vegetables does not have to be expensive. Find a sport or recreation activity that will help you to relax. If you are ill, you should visit the doctor and always ask for a medical certificate.

For further information on health matters, please visit the following websites:

- Nutrition Australia [www.nutritionaustralia.org/](http://www.nutritionaustralia.org/)
- Heart Foundation [www.theheartfoundation.net](http://www.theheartfoundation.net)

## ALTERNATIVE THERAPIES

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A range of alternative therapies, such as massage, acupuncture, homeopathy etc. are available in any capital cities, CBD and suburbs. Please refer to the Yellow Pages Telephone Directory or [www.yellowpages.com.au](http://www.yellowpages.com.au) for Services in your area.

## MENTAL HEALTH

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The College has a qualified support services officer who can provide counselling for general issues. For more serious issues, your GP or medical health centre are able to refer you to professionals who can help. Online resources and other self-help databases can also be very useful.

## SEXUAL HEALTH

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In the first instance, you may wish to speak with your General Practitioner/ Doctor, who can assist you or refer you to another specialist for any sexual health related matters. There are a number of other agencies that can help as well. Please refer to the Yellow Pages Telephone Directory, under the particular headings, to select a service close to you.

## 5.7 ADJUSTING TO A NEW CULTURE

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Everybody who moves to another country will experience feelings of distress, confusion, nervousness and loss of confidence. This general sense of unease is sometimes described as culture shock. If you begin to experience these feelings, don't worry, it is normal and will soon pass. As you settle in and come to terms physically and mentally with the differences in culture, people, social customs and life in your new environment, you will start to enjoy the change, and experience a new found energy. This process of adjustment normally takes from three to six months and is sometimes called the 'U' curve of adjustment because of the way your feelings fall and rise. The first step in coping with the problem is being aware that what you are going through is normal. Some other steps you can take include:

**Be Positive:** Concentrate on the positive aspects of your decision to come to Australia to study and try to dismiss any negative thoughts you are having; **Examine Your Expectations:** When confronted with situations that make you uncomfortable or miserable, examine your expectations. Were you realistic in your preconceived notions of life and people of Australia? Have you generalized too much? Are you too rigid in your mind set? Try to be flexible and change to meet your new circumstances;

**Listen and Observe:** Human beings are different everywhere. Their behaviour and methods of communication both verbal and non-verbal are a result of their cultural history and social systems. The correctness or incorrectness of their ways compared to yours is not important. You are in Australian society - listen, observe and learn so that you don't interpret or communicate the wrong signals;

**Ask Questions:** If you don't understand something, including what people are saying or gestures that are used, ask them. You will find most people are happy to take the time to explain things to you;

**Use English language as much as possible.** The more conversational English language is used, the more your English will improve. Read the local newspaper and watch television;

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**Get plenty of sleep.** Coping with new situations is energy sapping and exhausting

**Go Out and Explore:** Learning to function in a new culture requires effort and contact. Don't be too shy to meet people or get involved in social activities. Though cross-cultural transactions can be difficult and can lead to stress and frustration, they can also be fun. Try and see the humorous side of uncomfortable situations and don't be afraid of making mistakes. With time, understanding and knowledge, you will soon become 'bi-cultural';

**Talk it Out:** If you come from a culture where people don't talk about their problems, attempt to overcome this. Talking about your adjustment problems, especially to other new international students, will lighten the burden and make you realize that these problems are quite common.

**Seek Help:** If you continue to have adjustment problems, seek help. Speak to the College's Student Support Officer in person or call +61 8 8232 7788.

**Meet people and make new friends:** join clubs, societies, and religious groups. It is normal to feel homesick from time to time. People who move to another country go through different stages of adjustment. At times you may feel frustrated, depressed, anxious or angry. For information on adjusting to a new culture, please ask the Student support officer who can guide you to the appropriate help and resources. Meanwhile, there are some suggestions to help ease the transition. Firstly, however, you must examine your own expectations. Your feelings may be quite reasonable but you may need to put things into a more realistic perspective. Ask yourself these questions:

- Why did I decide to study overseas?
- What do I expect to gain from studying in Australia?
- What are my goals?
- What are some of the difficulties I might face?
- Have I ever faced challenges in my life?
- How did I solve them?
- How do others solve this problem?
- Am I the only person who feels this way?
- Is this the worst thing that could happen in the world?

#### STRATEGIES FOR ADJUSTING TO THE NEW CULTURE

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The following strategies can help students to adjust to their new culture and decrease the impact of culture shock:

- Keep in touch with family or friends by writing email, letters or talking on the phone. However, try not to phone home too frequently as for some this may inhibit efforts to make adjustments
- Exercise and learn to relax
- Look for similarities in cultures
- Do familiar activities, especially those that demonstrate existing competencies. This will help students to feel comfortable
- Get involved in activities that encourage meeting people and making new friends: join clubs and societies
- Seek information and explore the new environment preferably with a few others as this will help you feel more in control of uncertainties Keep in touch with people from the College
- Get to know a few people well by spending some quality time with them e.g. going to movies or outings together rather than meeting lots of people only once at parties
- Remember although students may feel negative about new surroundings their mood will lift as soon as they become more settled in routines
- Get plenty of sleep. Coping with new situations is energy sapping and exhausting

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- Use English language as much as possible. The more conversational English language is used, the more your English will improve. Read the local newspaper and watch television
- Find out about the College's support services
- Make sure small goals are set that can be achieved every day
- Observe what others do in the same situation and reflect on why they do it that way. Talk to them so as to can improve understanding
- Ask questions when unsure of what is expected.

## 5.8 COUNSELING

It is normal to feel homesick from time to time. People who move to another country go through different stages. Counselling is a form of communication and problem solving. Student Counselling can help students succeed in living and studying in Australia. The College has an experienced support officer who can provide brief and general confidential counselling. Your issue may be resolved quickly or you can be referred for more specialized help. Online resources and other self-help data bases can also be very useful. Counselling can help students to:

- Understand what is expected of them
- Understand the education system in Australia
- Communicate effectively
- Recognize and cope with pressures
- Manage stress and anxiety
- Help develop confidence and a sense of direction
- Deal with relationship and family issues
- Manage personal crises
- Manage homesickness and adjustment
- Manage family expectations
- Cope with stress and anxiety
- Manage financial matters
- Deal with depression
- Deal with grief and loss

## 5.9 BRINGING YOUR FAMILY

### SCHOOL AGED DEPENDENTS

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic
4. Confirmation of Enrolment Form (eCOE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
5. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
  - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
  - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
6. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
7. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
8. 7. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please visit [www.decd.sa.gov.au](http://www.decd.sa.gov.au)

There are two types of schools in Australia – State schools and independent schools. To find child care services,

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Preschools and kindergartens, schools, special education service locations and more, please visit [http://www.decd.sa.gov.au/decs\\_search/pages/locs](http://www.decd.sa.gov.au/decs_search/pages/locs). Students will be required to pay full fees for their dependents' education and to bring the following documentation to register your child/children for schooling or child care.

- Immunization records
- Education records.

These documents will be required to register your child/children for schooling or child care.

## EDUCATION PROVIDERS

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The three main education providers are the State Government, Catholic Education, and the Independent schools sector. Government schools are often called State Schools or Public Schools. Non-government schools are often called Private Schools.

## RELIGION

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Most Private schools have a religious affiliation, but some are non-denominational. All Victorian State schools are non-denominational.

## GENDER

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Most Australian Government Schools are co-educational; however, there are some single sex Government schools at the Secondary level. In the Private sector there are co-educational, as well as single-sex schools, at both Primary and Secondary level.

## SCHOOLING LEVELS

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Children in Australia have one year in Prep; six years in Primary school (Year 1 to Year 6) and six years in Secondary school (Year 7 to Year 12). Some schools offer a Pre-Prep year. Not many Government schools are combined Primary and Secondary schools, but some Catholic schools are and many Private schools.

## STARTING AND FINISHING AGE

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Australian Government schools welcome enrolments for children who turn five (5) years of age by April 30 of the year in which they start school and most begin taking enrolments in May for the following year. Each Private school sets its own policy on starting age and when they take enrolments. All children must attend school between the ages of 6 and 15 years inclusive (unless an exemption is granted).

## CHILDCARE

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Child care services are provided in centres throughout all Capital cities. There may be long waiting lists, so it is advisable to contact some centres which are conveniently located to you. Please visit the website for further details of child care centres, kindergartens, early learning centres, nannies and babysitters.

<http://www.echildcare.com.au>

Immunization records will be required to register your child/children for child care.

## 5.10 LIVING EXPENSES

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Living costs vary according to the type of accommodation you choose and the lifestyle you lead. The annual inflation rate in Australia is 4.5%. We recommend that students add this to the above estimates when budgeting for future years. Please note also that the housing market has surged in recent years. In addition to establishing a household, students need to include in their budget the cost of health insurance and the cost of general course fees, books, travel, health insurance and living expenses in addition to their tuition fees.

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To live in most capital cities, you will need approximately AUD \$21,000 per year. If you have an adult dependent living with you, you will need an extra AUD \$6,000 per year and for each dependent child, an extra AUD \$4,000. These Prices are indicative and may fluctuate.

## ACCOMMODATION COSTS

Average rental costs (per week) per person

- 1 Bedroom Apartment: \$170 - \$280
- 2 Bedroom Apartment (per bedroom): \$120 - \$180
- House 2-3 bedroom (per bedroom): \$120 - \$190

Items	Amount
<b>Weekly Cost (other than Rent)</b>	
Food and Groceries Contribution	\$80-100
Bills (Electricity, Gas etc.)**	\$25-35
Telephone (not Mobile)	\$10-15
Public Transport fares ***	\$30
Spending Money	\$40-80
<b>Annual Cost</b>	
General Course Costs	\$500-750 ****
Bond (usually 1 month's rent)	4.333 x weekly rent
Telephone / utilities connection	\$150-200
General furniture items (Not including white goods)	\$450-800

Some accommodation options include gas, electricity and water in the monthly rent. Generally, when you live in an apartment, you only pay for gas and electricity. In a house, you will pay for water as well.

## USEFUL WEBSITES

**Budget Planner** - Australian Government's FIDO budget planner and many others are also available on the internet. <http://www.fido.asic.gov.au/fido/fido.nsf/FIDO%20CalcW?readForm&title=Budget%20calculator>

**Currency Converter** <http://www.oanda.com/convert/classic>

**Grocery costs** – You can compare a current or expected weekly grocery shopping list with products available via online supermarkets to get a better idea of everyday costs. The College can provide you with useful information and tips on how to find suitable accommodation. We have a range of brochures on different types of accommodation and what you need to be careful about. We provide you access to external providers with whom you can discuss accommodation options, guidelines for finding suitable accommodation, dealing with complaints, how to sort out disagreements and how to share accommodation.

## WHERE TO LOOK FOR ACCOMMODATION

The following is a list of places where you can go to find advertisements for accommodation:

- Student notice boards

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- Newspaper classifieds
- Real Estate Agent windows & websites:  
[www.realestate.com.au](http://www.realestate.com.au) OR [www.domain.com.au](http://www.domain.com.au)

## RENTING DEFINITIONS AND PROPERTY CHECKLIST

The following table of 'Renting Definitions' and a 'Property Checklist' contain useful information which can be referred to as required.

### RENTING DEFINITIONS

<b>ARREARS</b>	The amount of money owed by a tenant who has fallen behind in paying rent.
<b>BOND</b>	An amount of money a tenant is asked to pay before moving in. The bond is usually the same as one month's rent. It is returned at the end of the tenancy.  The bond may not be returned if the property is dirty or damaged, or the tenant owes rent.
<b>BOND CLAIM FORM</b>	Tenants and landlords must complete and sign a Bond Claim Form at the end of a tenancy. <b>Never sign a blank Bond Claim Form.</b>
<b>BOND LODGMENT FORM</b>	Tenants must complete and sign this form before paying the bond. The landlord or agent must give this form and the bond money to the Residential Tenancies Bond Authority (RTBA). The RTBA keeps the bond, which is usually returned at the end of the tenancy. All tenants named on the lease (residential tenancies) agreement should pay a share of the bond and sign the Bond Lodgement Form. <b>Never sign a blank Bond Lodgement Form.</b>
<b>BOND TRANSFER FORM</b>	Co-tenants in a shared house who move out before the end of the lease agreement should sign a Bond Transfer Form with the new co-tenant and send it to the RTBA. Do not send money. The new tenant usually pays their share of the bond to the former tenant. At the end of the tenancy the new tenant usually receives that share of the bond when it is refunded from the RTBA.
<b>CONDITION REPORT</b>	This is a written report that tenants complete to describe the state of the property before they move in. This report is important because it can be used at the end of a tenancy to prove: <ul style="list-style-type: none"> <li>• who should pay for cleaning, damage or replacement of missing items, and</li> <li>• The amount of bond to be refunded.</li> </ul> <b>Never sign a blank Condition Report.</b>
<b>CONDITION REPORT</b>	This is a written report that tenants complete to describe the state of the property before they move in. This report is important because it can be used at the end of a tenancy to prove: <ul style="list-style-type: none"> <li>• who should pay for cleaning, damage or replacement of missing items, and</li> <li>• The amount of bond to be refunded.</li> </ul> <b>Never sign a blank Condition Report.</b>
<b>LANDLORD</b>	The owner of the rented property.
<b>LEASE AGREEMENT</b>	A term often used that means the same as Residential Tenancies Agreement.  <b>Never sign a blank Lease Agreement.</b>
<b>NOTICE TO LANDLORD OF RENTED PREMISES FORM</b>	Tenants wishing to end their lease can use a Notice to Landlord of Rented Premises Form, which is available from Consumer Affairs Victoria. When ending a lease, you must give 28 days' notice in writing. Write the date you plan to leave on the form and sign it. If you are mailing the form, allow extra days.
<b>NOTICE TO VACATE</b>	Landlords and agents can give tenants a Notice to Vacate when they want to end the tenancy.

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	Landlords and agents can give different reasons for a Notice to Vacate. There are different amounts of time allowed for a Notice to Vacate, depending on the reason landlords have for ending the tenancy.
QUIET ENJOYMENT	<p>Tenants have the right to privacy. Landlords and agents usually must not enter the property without getting your agreement not more than seven days before the visit. They must not enter in an unreasonable way or stay longer than needed.</p> <p>Landlords or agents <b>do have the right to enter if they have given 24-hours written notice</b>, in order to:</p> <ul style="list-style-type: none"> <li>• complete repairs or maintenance</li> <li>• have the property valued</li> <li>• show the property to prospective buyers or lenders</li> <li>• check a reasonable belief that you have not met your duties as a tenant</li> <li>• make one general inspection in any six-month period, but not within the first three months of the Tenancy show prospective tenants through if you are moving out, although this can only happen during the 14 days before the end of the notice to vacate period.</li> </ul>
REAL ESTATE AGENT	An agent who acts for the landlord in renting the property.
RENT	<p>Rent is the amount of money a tenant pays to the landlord, agent or head tenant to live at a property.</p> <p>Tenants can negotiate their method of paying rent with the landlord, agent or head tenant. This method should be stated in the lease agreement. If it is stated in the lease agreement, the landlord or agent cannot change the way you pay, unless you agree to the change in writing. <b>You must always pay the rent on time. Never withhold rent for any reason.</b> Landlords or agents can give you a 14-day Notice to Vacate if you do not pay rent. If you are having problems paying the rent, contact the landlord or agent before the rent is due and explain the problem. Try to get an agreement about how you will pay the money. Landlords or agents must give 60 days' written notice of an increase in rent.</p>
REPAIRS	<p>The landlord must keep the property in good repair. Tenants must contact the agent if there is an urgent repair, for example:</p> <ul style="list-style-type: none"> <li>• a burst water service</li> <li>• a blocked or broken toilet</li> <li>• serious roof leaks</li> <li>• gas leaks</li> <li>• dangerous electrical faults</li> </ul>
RESIDENTIAL TENANCY AGREEMENT (LEASE)	<p>A written contract (also called a lease agreement) between a tenant and the landlord or agent. The agreement must be signed by the tenant and the landlord or agent and must contain the:</p> <ul style="list-style-type: none"> <li>• property location</li> <li>• total rent amount and day or date payments are made</li> <li>• bond amount</li> <li>• start and end date of tenancy time period</li> <li>• landlord's name and contact number</li> </ul> <p><b>Never sign a blank Residential Tenancy Agreements</b></p>
RESIDENTIAL TENANCY	<p>A written contract (also called a lease agreement) between a tenant and the landlord or agent. The agreement must be signed by the tenant and the landlord or agent and must contain the:</p> <ul style="list-style-type: none"> <li>• property location</li> </ul>

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<b>AGREEMENT (LEASE)</b>	<ul style="list-style-type: none"> <li>• total rent amount and day or date payments are made</li> <li>• bond amount</li> <li>• start and end date of tenancy time period</li> <li>• landlord's name and contact number</li> </ul> <p><b>Never sign a blank Residential Tenancy Agreements</b></p>
<b>RESIDENTIAL TENANCY APPLICATION</b>	<p>A form landlords or agents may ask you to complete when you are interested in renting a property. Landlords or agents use this information to check your references and ability to pay rent. Complete the entire form. Check it has a privacy statement that says how your details will be used. Beware of paying a holding deposit – it may not guarantee you'll get the place but may commit you to lease that you might not want.</p>
<b>SUB-TENANT</b>	<p>A sub-tenant shares a property by leasing it from a head tenant. The head tenant signs a lease with the owner of the property or their agent. The sub-tenant should sign a lease agreement with the head tenant. Sub-tenants pay their share of the rent to the head tenant, who is responsible for paying the entire amount of rent to the owner or agent. The head tenant acts as a landlord to sub-tenants.</p>
<b>TENANT</b>	<p>A person who signs a lease (residential tenancies) agreement with a landlord or agent and pays to live at a property owned by the landlord. Tenants must pay rent on time and look after the property.</p>
<b>UTILITIES - ELECTRICITY, GAS, TELEPHONE</b>	<p>Tenants should contact relevant utility providers to get the telephone, gas and electricity connected and arrange for the bills to be put in their name.</p>



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STUDENT PROPERTY INSPECTION

<b>AGENT</b>	
<b>Agent Phone Number</b>	
<b>Property Address:</b>	
<b>Rent:</b>	\$

<b>Property Location</b>	
<b>Property Location</b> Is the property close to transport, shops and campus?	
Is the area noisy? Is the property on a busy road?	
<b>Property Features</b>	
Do the oven and stove operate correctly?	
Do the toilet and shower operate correctly?	
Are there laundry facilities?	
Do the light fittings work?	
Are there enough electrical power points to plug in your electrical appliances without overloading electrical power boards.	
Is there a telephone line already connected?	
Is the place furnished? What kind of furniture?	
Is there good security?	
Where locks are fitted on doors, can they be opened from the inside without a key?	
Do front and back doors open easily from the inside to allow escape in case of fire?	
Is a Smoke alarm fitted outside your bedroom? <i>(by law smoke alarms <b>must</b> be fitted and maintained)</i>	
If you are living in a rooming house, are there smoke alarms in your room?	
Test the smoke alarm by pressing the test button. Did the smoke alarm operate correctly?	
Is there damp or mould on the walls?	
Is there painting required?	
Is there an insect / pest problem?	
Will the landlord carry out any repairs before you move in?	
<b>Comments</b>	

## TYPES OF ACCOMMODATION AND ASSOCIATED INFORMATION

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### Temporary accommodation

International students usually stay in temporary accommodation until they can find more arrangements that are suitable. Temporary accommodation may be any of the following:

- Shared accommodation with other student/s
- Staying with friends or family
- Staying in a hotel/motel type apartment
- Boarding with a family in a house

### RENTING A WHOLE HOUSE OR UNIT

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Renting a house or unit provides personal freedom and independence. If you are sharing, it can reduce costs. This is the most common type of accommodation chosen by international students. A weekly rent is charged for a furnished/unfurnished flat or house. Other costs include electricity, gas, and telephone.

You may also need to consider purchasing utensils, appliances and furniture, taking out insurance on household items as well as the increased tasks you will face such as shopping, cooking and cleaning.

When renting, a Tenancy Agreement, usually for a minimum of six months, will have to be signed. A Tenancy Agreement is a legal document which sets out rental conditions, together with the minimum period of time for which the property is rented. Rent is generally paid 2-4 weeks in advance.

### SIGNING A LEASE

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In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

### INSPECTION OF PROPERTY

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Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit. If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved. Please refer to the sample Student Property Inspection Checklist. Ensure that smoke alarms are installed in the property, as this is a legal requirement. Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up.

### UTILITIES

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Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, gas and water. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. Generally, you can choose one provider for both gas and electricity. If someone has vacated the property before

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you, contacting these utility companies for connection of services will ensure all previous accounts have been finalized and paid for by the previous tenant.

## RESTRICTIONS

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The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

## SHARED ACCOMMODATION

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Shared accommodation may be offered by either a single person or couples, who might be local residents or other international students. Responsibilities involved in shared accommodation include shopping, cooking and cleaning for oneself. Also, the bond can be shared among the share mates.

Shared accommodation can reduce ongoing costs and enable you to form extended friendships. However, sharing also can create conflicts if arrangements are not set out clearly. Some of the questions you may need to consider are listed below. Spending some time thinking about these issues may save conflict with your housemates.

### Rent:

- Whose responsibility is it to pay rent?
- How much does each person contribute?
- When do you give your share of the rent?

### Food:

- Who is responsible for shopping?
- How will you share the cost of food?

### Costs:

- How will the essential bills be paid?
- Telephone, electricity, gas food, water

### Household Chores:

- Who will do the basic cooking and cleaning?
- Do you have an established roster?

## HOME STAY

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Home stay can offer a secure family atmosphere, with everyday needs being catered. It is also an opportunity to improve your English. Things to consider are lack of privacy and cultural differences.

A set weekly fee is charged to cover all expenses associated with food and shelter, including two meals per day, provision of facilities (e.g. towels, blankets, sheets, eating utensils), fuel costs (gas and electricity) and cleaning services (e.g. sweeping and dusting of rooms). Unless otherwise requested, students have their own bedroom with study facilities (e.g. bookcase, desk, study lights) together with the use of other living areas, (e.g. lounge, dining, bathroom and toilet) within the flat/house. The home stay provider may be either a single person or a family.

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## 5.11 WORKING IN AUSTRALIA

### PERMISSION TO WORK

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People granted student visas automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. The students are permitted to work 20 hours per week during the normal study periods and full time during their term breaks.

### WORKING WHILE STUDYING

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1. You can work a maximum of 20 hours per week during the term and full time hours when your course is not in session.
2. Further information is available on [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)
3. The Department of Home Affairs considers your course to be 'in session':
  - for the duration of the advertised terms (including periods when exams are being held)
  - if you have completed your studies and your Confirmation of Enrolment (COE) is still in effect

A full list of mandatory and discretionary student visa conditions is available on [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

### TAXATION

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#### Tax File Number (TFN)

When you are granted a student visa with work rights, you can work up to 20 hours a week during study periods and unlimited hours during vacation periods. Your tax file number is a unique number which helps you with starting a job or lodging a tax return. It is also an important form of identification in Australia. You need a TFN so that you don't pay more tax than you need to. You must keep your TFN secure and not provide it on the internet or share it with friends. It is your responsibility to guard your TFN against identity theft. In Australia, using other people's identity or misusing your Tax File Number can lead to hefty fines or even a jail sentence.

The only people or organizations entitled to ask you for your TFN are employers, banks, or other financial institutions, the Australian Tax Office (ATO), some federal government agencies, tax agents and superannuation fund companies. Your Tax File Number will assist you to:

- Lodge a tax return
- Start or change jobs
- Limit the amount of tax you pay

You may apply for a TFN online after you have been granted a student visa with Permission to Work. You are not required to provide special documentation. To apply for a TFN online, please visit the ATO website: [www.ato.gov.au](http://www.ato.gov.au) and follow the prompts. For further information on TFN, you can call the ATO number on **132 861** during business hours.

### INCOME TAX

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Australia uses the pay-as-you-go (PAYG) system of tax. This means your employer deducts tax from your wages as you earn. It is not a final assessment of your tax liability but estimation, so that you will not have a large tax bill at the end of the financial year. The financial year is from July 1- June 30 e.g. 1 July 09-June 30, 2010

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## How is tax calculated?

You are required to pay tax on the taxable income earned in one financial year. Taxable income is the total gross income minus allowed deductions (i.e. deductions are expenses you incurred to earn that income (Tax is calculated by applying the tax rates (refer to tax rate table) to taxable income. Any rebates or tax offsets are deducted from this amount, giving you the total tax you have to pay. If you have paid more than this amount you lodge a tax return to claim this money back from ATO. If you have not paid enough tax you will have a tax debt.

## Income tax return

At the end of the financial year, your employer will provide you with a payment summary. This provides information on your total income and the amount which you have been taxed while working for that particular employer. These payment summaries must be attached to your tax return and lodged at your nearest tax office. If you are required to lodge an income tax return, the following information may assist you: You need to lodge a tax return if tax has been withheld from your earnings as an employee or from nearest credited by a bank, credit union or building society. An assessment will be issued to you advising of any extra tax you have to pay on your income, or alternatively making a refund of any excess tax you may have paid. More information on how to lodge a tax return can be obtained from a "Tax Pack" which you can get from any Australian Taxation Office or news agencies. International students are not entitled to Medicare and can seek an exemption to the Medicare Levy in their income tax return. To claim an exemption, you need to supply a copy of your Medicare Levy Exemption Certificate which is obtained by applying to Australian Taxation Office using the appropriate form. Further details are available at [www.ato.gov.au](http://www.ato.gov.au).

## LOOKING FOR WORK

---

For international students, working to earn a living can be a fact of life. However, you must remember the restriction on hours imposed by your student visa condition. The laws and regulations that govern employment in Australia vary widely according to the job you do. You should carefully check out details or call for information if you are not sure. From time to time international students can be vulnerable. The Workplace Authority provides information on employment issues in Australia. It lists industry sectors and the corresponding minimum award rates. [www.fairwork.gov.au](http://www.fairwork.gov.au)

Here are just a few starters:

The main daily newspapers are The Advertiser (Adelaide). The Saturday edition has the main listings, although other days have specialized listings. There are also numerous community and suburban newspapers throughout the metropolitan and regional area including The Messenger.

### Community

Notice boards in local shopping centres or public meeting places such as Community Centres and Clubs often list jobs.

## EMPLOYMENT AGENCIES

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There are a number of employment agencies which may be able to assist you as well. Check with the agency as to whether they charge for this service. Contact details for agencies are available in the White Pages or Yellow Pages Telephone Directories online or hard copy.

## VOLUNTEERING

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Consider volunteering your services as it will help you develop valuable work skills, improve your communication skills, make new friends and contacts and most importantly expand your network. You can explore new career options.

### Door knocking or "cold canvassing"

Contact employers you would like to work for. Approach staff in shops, restaurants or offices and ask to speak to the Manager. Send a letter expressing interest in working at a particular place or make a phone call. Most of

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the fast-food outlets hire staff this way. Have a letter or short resume to leave with the Manager. Make sure that you choose a quiet time to approach prospective employers.

Other avenues to explore are:

- Hospitality
- Newspaper or leaflet delivery
- Pizza delivery
- Factory or seasonal work
- Tutoring

## SUPERANNUATION

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Superannuation is a way of saving for retirement. If you are earning more than \$450 per month, your employer is obliged to contribute 9.25% of your gross salary towards your superannuation. More details are available at [www.ato.gov.au](http://www.ato.gov.au).

## 5.12 COMMUNICATION

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### POSTAL SERVICES

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Australia Post manages postal services in Australia. The cost of a letter to be posted within Australia is usually \$0.65. Letters to the Asia/Pacific zone are usually \$1.50 and to the rest of the world \$2.00 appx.

Australia Post has branches in every suburb. Sometimes these are located in shopping centres and news agencies. Australia Post offers a Bill Pay service where you can pay telephone, electricity, tax, gas and credit card bills. It is a convenient place to get many things done. It is also a Commonwealth Bank agent. There are also red and yellow post boxes where you can lodge stamped letters. Please note that the yellow post box is for express post items. Please check information on the website: [www.auspost.com.au](http://www.auspost.com.au).

### TELEPHONES

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Telstra Australia and Optus Communications are Australia's major telecommunication providers. However, there are many other providers offering interstate and international services at a competitive rate, as well as fax, mobile and network services. The area code for Adelaide is 08. The country code for Australia is **+61**

International calls can be made directly from all phones. ***Sundays are a good day to make interstate or International calls due to all-day discount rates.***

- Dial the international access code 0011 first.
- Dial your home country code. If you are not sure what your home country code is ring 132 200
- Dial the area code for your city. Remember not to dial the zero.
- Finally, dial your family's number.

### PHONE CARDS

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Some shops sell international phone cards which can also be a cheaper way to call home. Shops usually display signs indicating that they sell these international phone cards.

### TELEPHONE DIRECTORIES

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- Yellow Pages: useful for searching business numbers [www.yellowpages.com.au](http://www.yellowpages.com.au)
- White pages: useful for searching residential phone numbers and addresses/business names [www.whitepages.com.au](http://www.whitepages.com.au)

### DIRECTORY ASSISTANCE

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- Local and National: Tel: **1223**

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- International: Tel: **1225**

You can dial these numbers when you are not sure of a phone number. The numbers to dial may be different for mobile numbers depending on your provider.

## MOBILE PHONES

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Sometimes you may feel like phoning home frequently, especially if you are feeling lonely or sad. International calls can be quite expensive and result in additional financial pressure which is unnecessary. If you plan to bring your phone from home, check if the SIM card system is compatible and accessible for international calls. Often other students in Australia will tell you.

## COMPUTER SERVICES

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### INTERNET

These services are available at the College. You may need to book in during peak hour usage. There are also many internet cafés. Cost start from \$2 per 15 minutes. There are a number of Internet Service Providers (ISP) who offer dial up and broadband services for home use. If you have a mobile or a private phone, sometimes it may be cheaper to have these as a package. Your friends could probably tell you what is cheap.

### EMAIL

Students receive an official email address at enrolment. Please ensure you check your email regularly as the College will send important messages to this address. You should also use your College email address for all correspondence with the College.

### TRANSLATING AND INTERPRETING

This telephone interpreting service is available 24 hours. Refer to the website for a list of services and costs. Tel: 131 450 or visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

## 5.12.1 FINANCIAL INFORMATION

### BANKS

The major banks in Australia are: ANZ, Commonwealth, Westpac, National Bank, and St George. A number of building societies, credit unions also provide banking and financial services. Most banks have automatic teller machines (ATM's) and offer internet banking facilities. To utilize internet banking, you will need to register with your bank to gain access and be given a confidential password that allows you to use your accounts online. For locations of ATMs please refer to the telephone directories or the following bank websites:

- National Australia Bank [www.nab.com.au](http://www.nab.com.au)
- ANZ [www.anz.com.au](http://www.anz.com.au)
- Commonwealth Bank [www.commbank.com.au](http://www.commbank.com.au)
- Westpac [www.westpac.com.au](http://www.westpac.com.au)
- St George [www.stgeorge.com.au](http://www.stgeorge.com.au)

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## OPENING AN ACCOUNT

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To open a bank account, you will need a passport and proof of enrolment or identity. Banks vary with their services and costs. Opening hours are usually Monday-Friday between 9.00am and 4:30pm and some banks open on weekends. Please check details on the websites or ask at the bank information services.

## MONEY EXCHANGE

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You can exchange money at a bank or UAE Foreign Exchange. You should always check the rates as these vary from bank to bank.

## CURRENCY

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Australia has the following currency notes and coins:

- Currency notes: \$5.00; \$10.00; \$20.00; \$50.00; \$100.00
- Coins: 5c; 10; 20; 50c; \$1.00; \$2.00

## TELEGRAPHIC TRANSFERS

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It can take three working days for money to be deposited into your account through Telegraphic Transfer. The bank may charge a fee of approximately \$10.00 and also a currency conversion fee. Check details with your bank.

## BANK DRAFT/CHEQUE

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It can take 30 days for an overseas bank Cheque to clear. You may also be charged a bank currency conversion fee. In order to avoid delays, ensure that the person sending money has your complete bank account details. Also make sure your bank has your current contact details.

## FINANCIAL ADVICE

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Whenever you make a purchase, make sure the products you buy are from a registered company, shop or business. This helps to ensure customer protection.

## FINANCIAL INSURANCE

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A range of insurance options are available in Australia to protect people from possible financial losses. For international students, your personal possessions are most likely in need of possible insurance. You can insure your valuable possessions against theft or damage: cameras, watches, jeweller, electric goods and computers.

## LENDING MONEY

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It is not a wise idea to lend money to friends, especially large amounts. It can cause conflict especially if it is not repaid.

## BUDGETING

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It is important to budget, otherwise you may end up spending more than you can afford. Plan your expenses carefully. Initial expenses can be quite high. These include accommodation, furniture, and connections for gas, electricity or telephones. Regular expenses also include:

- Bills
- Rent
- Food
- Transportation
- Study-related expenses
- Unexpected costs such as medical expenses

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## TIPS FOR SAVING MONEY

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- It may be cheaper to catch a bus or train, using a weekly or monthly bus passes rather than a daily ticket
- Move to cheaper accommodation or share with others
- Buy only groceries you really need
- Have a meal before you go shopping. If you are hungry, you are likely to spend more
- Scan the newspapers and leaflets for discounts
- Compare prices of fruit and vegetables
- Buy only fruit and vegetables in season
- Be aware of impulse buying
- Learn to compare prices per unit to determine the best value for money
- Watch the supermarket shelves. Items at eye level often cost more than those on lower shelves.
- You can choose to open an account in any Bank, Credit Union or Building Society in Australia.
- Do your research to get the best deal.

The Australian Government's FIDO Budget Planner may provide some useful information when setting up your budget. <http://www.fido.asic.gov.au/fido/fido.nsf/FIDO%20CalcW?readForm&title=Budget%20calculator>

### 5.12.2 TRANSPORT

Adelaide Airport has many options for the busy traveller to reach their final destination. Minibuses travel from door to door within Adelaide airport and the outer suburbs and surrounding areas. Adelaide Metro's jet bus services allow for easy transfers to most services in the city. From the airport to Keswick station takes between 10 to 15 minutes. There are 3 taxi ranks at the airport. All taxis are metered. It takes between 15 to 20 minutes to reach the city Centre. Adelaide airport parking has a conveniently located public car park which services terminal one immediately outside the main building. Payment is by ticket validation. Ticket validation units are located at the baggage reclaim hall on the ground floor.

Adelaide Metro trains, buses and trams operate throughout the city. They use a Metro ticket system which allows unlimited transfers between all buses trains and trams in Adelaide metropolitan area. Car rental in Adelaide is made easy through reputable companies like Avis, Budget, Hertz, Eurocard, and Thrifty. These are among the many car rental companies that operate in Adelaide. Bus timetables can be found at Metro Adelaide Info Centre on the corner of King William and Currie Street or on Info line 8210 1000.

### CYCLING

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Check out the Adelaide city council website for maps of on-road and off-road paths for cyclists. In Australia, cyclists must obey road rules. Cycling is a fun way to keep fit. If you choose to cycle, you must wear a helmet, use a bell on your bike and use reflector lights at night time.

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### 5.12.3 DRIVING IN AUSTRALIA

If you plan to drive, you must drive carefully and learn all the road rules in Australia. It is strongly suggested that you take some lessons to familiarize yourself with the local driving conditions. <https://www.sa.gov.au/topics/transport-travel-and-motoring>

#### STUDENTS AS PEDESTRIANS

Take care when crossing roads – look left, right and left again for cars, trams, cyclists and other pedestrians. Jaywalking is the act of illegally or recklessly walking across the street with no regard to traffic regulations, such as crossing on a green traffic light or at a pedestrian crossing. On-the-spot fines will be issued by police to offenders.

#### BUYING A CAR

Buying a car is expensive as running costs are also involved. Think carefully before making an investment. Always buy from a licensed dealer. Check for important things to consider.

Some of the costs involved are listed below:

- Annual registration, which includes compulsory third party insurance: \$350-\$450 per year
- Annual insurance.
- Repairs
- Petrol
- Parking

#### REGISTRATION AND INSURANCE

Registration and third party insurance is compulsory in Australia. If a person is injured and your car is unregistered or not insured, you may be personally liable for medical expenses and compensations awarded for injuries.

Student visa holders can drive a current and valid overseas driver's license, which must be in English or accompanied by an English translation, as long as:

- You remain a temporary overseas visitor
- Your overseas license remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your license suspended or cancelled or your visiting driver privileges withdrawn.
- You must also carry a photo ID

### 5.12.4 LEISURE ACTIVITIES

#### CINEMAS

There are many cinemas in the capital city from small theatres to large complexes. Please check the local newspapers. You can use your Student ID card for student concessions. Cheaper tickets may be available on some days during the week.

#### RELIGION - PLACES OF WORSHIP

Adelaide has a range of places for worship and religion. Listed below are websites for some of the major religions:

Buddhist:	<a href="http://www.buddhanet.net">www.buddhanet.net</a>	Presbyterian:	<a href="http://www.pcvic.org.au">www.pcvic.org.au</a>
Christian:	<a href="http://www.anglican.com.au">www.anglican.com.au</a>	Islamic:	<a href="http://www.islam_australia.com.au">www.islam_australia.com.au</a>
Catholic:	<a href="http://www.catholic.org.au">www.catholic.org.au</a>	Hindu:	<a href="http://www.hinducouncil.com.au">www.hinducouncil.com.au</a>

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## SHOPPING

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Adelaide has a wide range of shopping facilities from major retail outlets to bargain shops, markets, factory outlets and boutique shops.

**Bargaining is not a common practice in Australia.** Most department stores and supermarkets have fixed prices, although they do have discount from time to time.

## SUPERMARKETS

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These are generally easy to find in Adelaide, and are great for basic necessities. Supermarkets are generally located in large suburban shopping centres. They are self-served. Goods are displayed in long parallel aisles. The price is fixed and displayed near the item. Supermarket prices vary, but are usually cheaper than specialty stores and there are genuine discounts available. Some of the major supermarkets are: Coles, Safeway, 7Eleven and IGA. Most are open from 6am to midnight. There are various supermarkets offer discount shopping with opening hours between 9.00 and 9.00 pm.

## MARKETS

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Markets are a great place for fresh food, quality produce at prices lower than supermarkets. Many markets also sell souvenirs, clothing, arts and craft, Asian and gourmet foods as well as second-hand goods.

Try any of the following:

- Adelaide Central Market
- Adelaide Hills
- Barossa
- Eyre Peninsula, Limestone Coast

## 5.12.5 LAWS AND SAFETY IN AUSTRALIA

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### YOUR SAFETY

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Carry a mobile phone with you, with your ICE (In Case of Emergency) contact entered in the phone contacts. If you are ever in immediate danger or fear for your safety, call **000** and ask for the Police immediately.

### OBEYING THE LAW

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In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. It is important to comply with the laws (including State and Territory laws) as failure to do so could result in a fine or the cancellation of your visa and possible deportation back home (or imprisonment if convicted of a serious crime).

Australia has several community organizations which can provide legal advice and inform you of your legal rights. If you need help or have any questions, please contact the Legal Aid **Legal Information Service** on 9269 0120 between 8.45 am and 5.15 pm, Monday to Friday.

In Australia, everyone is considered equal, regardless of race, gender, country of origin, political or religious affiliation, disability, sexual preference or marital status. All people should be treated fairly. It is illegal to insult, humiliate, offend or intimidate another person based on their differences, or sexually harass anyone.

If you feel that you have been discriminated against or treated unfairly, contact Legal **Aid** for advice

[http://www.lsc.sa.gov.au/cb\\_pages/legal\\_advice.php](http://www.lsc.sa.gov.au/cb_pages/legal_advice.php)

You can find a comprehensive outline of Australian law and the legal system at: [www.australia.gov.au](http://www.australia.gov.au)

### JAYWALKING (PEDESTRIANS)

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Jay walking is the act of illegally or recklessly walking across the street and is officially classified as crossing a road within 20 meters of a traffic signal. Offenders could be required to pay an on-the-spot \$57.00 fine. Pedestrians must cross on a green traffic light or at designated pedestrian crossings.

## VIOLENCE

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It is illegal to act violently against another person, whether the violence happens in public or at home. Violence at home is called domestic violence. It is punished just as harshly as a crime committed in public. Domestic violence and violence against children are considered severe crimes. Anyone who engages in these crimes will be harshly punished with a jail sentence or deportation.

## SMOKING, DRINKING AND DRUGS

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Smoking is banned in many public places in Australia, including airports, government offices, medical centres and workplaces. Smoking in restaurants and shopping centres is also banned in most states and territories. Non-smoking areas are often (but not always) shown by a sign. It is best to ask if you are not sure whether smoking is permitted. Smokers must also dispose of their cigarette butts properly – NOT on the ground.

You must also be 18 years or older to drink alcohol legally in Australia, however, drinking alcohol is banned in some public places, regardless of age. All drugs, other than those prescribed by a doctor are illegal in Australia.

## HITCH-HIKING

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A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland and Victoria. Elsewhere in Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of traveling around Australia. HOWEVER: Many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into. Our advice to you is: DON'T HITCHHIKE! It simply is not worth the risk.

## NOISE AND POLLUTION

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Laws protect Australians from too much noise. Your neighbours will generally tolerate occasional noise, but if it is frequent, very loud or occurs at night, a noise complaint may be made. It is illegal to litter and pollute the environment. Make sure you dispose of all your rubbish in a proper bin.

## RELIGION

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People are allowed to practice any religion they choose, as long as it does not break any laws (such as violence against another person).

## THE ENVIRONMENT

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Native plants and animals are protected by Australian law. Collecting or capturing native plants and animals is illegal and can result in large fines or imprisonment. You should also avoid lighting fires outdoors. Australia is a dry country and one small spark from an outdoor fire can turn into a raging bushfire! Weather warnings in the media will advise when there is a total ban on lighting outdoor fires. The Country Fire Authority's (CFA) website will provide information regarding fire restrictions.

## PETS AND ANIMALS

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There are laws about the type of pets you can have at home and how many. It is illegal to keep native Australian animals as pets. Dogs and cats over 3 months old in the any capital municipality city must be registered each year, which provides a safeguard against losing pets. Check with your local council when you settle into your accommodation, if you wish to have a pet.

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## 6 STUDENT INFORMATION

6.1 Fees, Charges and Course Duration

6.2 Method of Payment

6.3 Payment Schedule

6.4 Vocational Course Materials

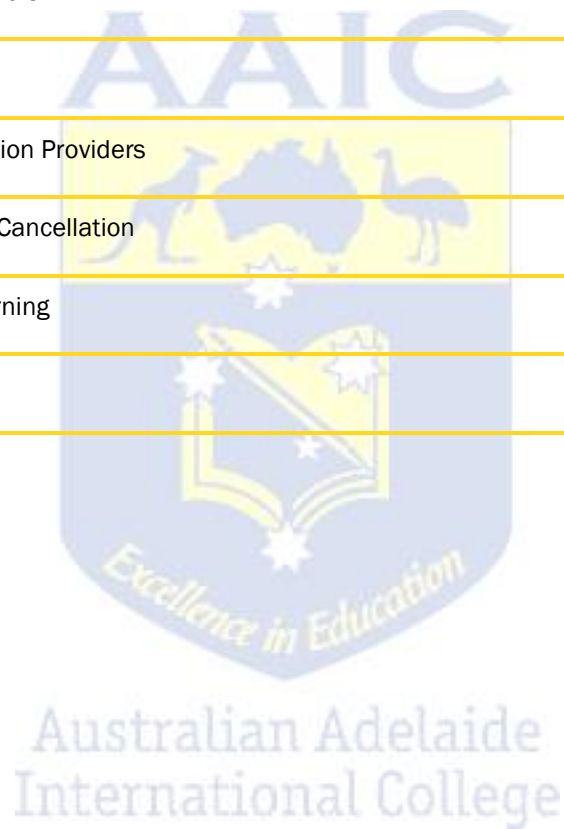
6.5 Late Payment of Fees

6.6 Transfer to Other Education Providers

6.7 Deferral, Suspension or Cancellation

6.8 Recognition of Prior Learning

6.9 Additional Charges



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## 6.1 FEES, CHARGES AND COURSE DURATION

The College charges a range of fees, as listed below and included in your Enrolment Agreement (Letter of Offer and Acceptance). You are required to pay all fees and charges on time. This information will be made available to you prior to your acceptance of offer to study at the Australian Adelaide International College.

### DIPLOMA OF BUSINESS BSB50120

Tuition Fees	\$ 10,000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material Fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

### ADVANCED DIPLOMA OF BUSINESS BSB60120

Tuition Fees	\$ 10,000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material Fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

### DIPLOMA OF LEADERSHIP AND MANAGEMENT BSB50420

Tuition Fees	\$ 10,000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material Fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

### ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT BSB60420

Tuition Fees	\$ 10,000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material Fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

### CERTIFICATE III IN COMMERCIAL COOKERY SIT30821

Tuition Fees	\$ 12000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material fees	\$ 1000
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

### CERTIFICATE IV IN KITCHEN MANAGEMENT SIT40521

Tuition Fees	\$ 7000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Materials fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

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## DIPLOMA OF HOSPITALITY MANAGEMENT SIT50422

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Tuition Fees	\$ 6000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Materials fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

## ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT SIT60322

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Tuition Fees	\$ 23000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Materials fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

## CERTIFICATE III IN LIGHT VEHICLE MECHANICAL TECHNOLOGY - AUR30620

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Tuition Fee	\$ 11,000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material fees	\$ 750
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

## CERTIFICATE IV IN AUTOMOTIVE MECHANICAL DIAGNOSIS - AUR40216

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Tuition Fee	\$ 6000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Materials fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

## CERTIFICATE III IN AUTOMOTIVE ELECTRICAL TECHNOLOGY - AUR30320

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Tuition Fee	\$ 11,000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material fees	\$ 750
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

## CERTIFICATE IV IN AUTOMOTIVE ELECTRICAL TECHNOLOGY - AUR40620

---

Tuition Fee	\$ 12,000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

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## DIPLOMA OF AUTOMOTIVE TECHNOLOGY - AUR50216

Tuition Fee	\$ 6000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

## DIPLOMA OF AUTOMOTIVE MANAGEMENT - AUR50116

Tuition Fee	\$ 10000
One Time Application Fees	\$ 250 (Non-Refundable)
Textbooks & Material fees	\$ 0
Single Overseas Student Health Insurance Cover	\$ 550 approximately per year
Family Overseas Student Health Insurance Cover	\$ 5000 approximately per year

### 6.2 METHOD OF PAYMENT

Fees are to be paid directly to the Australian Adelaide International College's bank account. Make sure you obtain the receipt and keep it in a safe place. You also have an option to pay by EFTPOS at college reception or by cash. Please note personal cheques are not accepted.

Account name: Australian Adelaide International College Pty Ltd	BSB: 065000
Bank name: Commonwealth Bank of Australia	Account Number: 11264774
	Swift Code: CTBAU2S

### 6.3 PAYMENT SCHEDULE

At the time of enrolment, a payment schedule will be included in your enrolment agreement indicating when your fees are due and the amount due. Students will pay the same fee throughout their course unless there are adjustments or re-scheduling of the course, in which case additional costs may be incurred. Students are required to pay their tuition fees by the due dates shown on their Fee Schedule. If fees are not paid by the due date, the college may charge late fees of \$100 per week and or the College may withdraw the enrolment and report the student to Department of Home Affairs.

### 6.4 VOCATIONAL COURSE MATERIALS

Vocational course materials vary from course to course. Students are expected to purchase textbooks, learner guides, tool kit and other learning materials as appropriate.

### 6.5 LATE PAYMENT OF FEES

Late payment of fees will incur a \$100 per week late fees. The College may also restrict services to students if fees remain overdue.

### 6.6 TRANSFER TO OTHER EDUCATION PROVIDERS

1. Tuition Fees will not be transferred to another provider
2. If you abandon the course at AAIC, all fees due are payable on demand.

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## 6.7 DEFERRAL, SUSPENSION OR CANCELLATION OF A STUDENT'S ENROLMENT

If a student is suspended by the College, the fees outlined in the Fees Schedule remain due and payable.

## 6.8 RECOGNITION OF PRIOR LEARNING

The College is committed to ensuring students prior knowledge and skills are recognized, pursuant to obligations under the Australian Quality Framework. Students must provide all documentary evidence with which to establish and demonstrate appropriate learning outcomes. Time taken depends on the complexity of assessment. It is essential therefore that students seeking RPL present all documents required in a timely manner.

## 6.9 ADDITIONAL CHARGES

Application for RPL	\$250.00 + 50% of total fees per unit of competency
Vocational Course Materials	Included in material fees
Photocopying	20c per sheet
Re-issue of Student ID	\$5.00
Re-commencement of Course after withdrawal	\$250.00 admin fees
Interim Academic Transcripts	No charge
Re-issue of Testamur	\$150



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## 7 POLICIES & PROCEDURES

7.1 AAIC P5 Plagiarism Policy
7.2 AAIC P6 Assessment Policy
7.3 AAIC P14 RPL Policy
7.4 AAIC P16 Enrolment Process Policy
7.5 AAIC P17 Student Support Policy
7.6 AAIC P18 Access and Equity Policy
7.7 AAIC P19 Records Management Policy
7.8 AAIC P20 Complaints, Grievances and Appeals Policy
7.9 AAIC P26 Privacy Policy
7.10 AAIC P27 Non-Payment of Fees policy
7.11 AAIC P31 Refund Policy
7.12 AAIC P35 Transfer of Students between Providers Policy
7.13 AAIC P37 Written Agreement Policy
7.14 AAIC P38 Critical Incident Policy
7.15 AAIC P39 Completion within expected duration Policy
7.16 AAIC P40 Deferring, Suspending or Cancelling Policy
7.17 AAIC P41 Monitoring Academic progress Policy
7.18 AAIC P47 Student Code of Conduct Policy
7.19 AAIC P50 USI Management Policy
7.20 AAIC P51 Fees Policy
7.21 AAIC P52 Work placement Policy

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## 7.1 AAIC P5 PLAGIARISM POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	AAIC is committed to upholding standards of academic integrity and honesty.  AAIC staff involved in training and assessment shall display leadership in academic integrity and use a range of approaches to educate students to practice honesty in their academic work.
<b>PURPOSE:</b>	To provide a systemic approach to the treatment of plagiarism in academic work at the AAIC. The policy is intended to promote honesty in learning and assessment and respect for the work of others. Contravention of this policy will result in students being penalized.
<b>SCOPE</b>	This policy applies to work submitted by AAIC past and current students as well as systematic approach for dealing with academic misconduct.

POLICY GUIDELINES	
<b>DEFINITION</b>	<p>Plagiarism is the intentional or unintentional use of the work of other persons, copying (in whole or in part) the work or data of other persons, or presenting substantial extracts from written, printed, electronic or other media in a student's written, oral, electronic/on-line or group assignment work without due acknowledgment. Plagiarism involves giving the impression that a student has thought, written or produced something that has, in fact, been taken from another source. Any act of plagiarism constitutes a breach of this policy.</p> <p>Academic integrity: is the moral code of academia. It involves using, generating and communicating information in an ethical, honest and responsible manner.</p> <p>Academic misconduct: means conduct by which a student seeks to gain for himself, herself or another person an unfair or unjustified academic advantage in a course or unit of study and includes, cheating, collusion and plagiarism. It may be intentional or reckless.</p> <p>Cheat/Cheating: means to seek to obtain an unfair advantage in an examination or written, oral or practical work required to be submitted or completed for assessment in a course or unit of study and includes the resubmission of work that has already been assessed in another unit.</p>

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	<p>Collusion: means unauthorised collaboration on assessable written, oral or practical work with another person or persons.</p> <p>Proofreading: The process of identifying errors and suggesting corrections to a text. This must not involve rewriting passages of text in order to clarify meaning; amending the words used by the author (except to identify the correct spelling of the word used); rearranging passages of text or code, or reformatting other material; contributing additional material to the original; and checking calculations or formulae.</p>
<p><b>AAIC RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• Make AAIC Plagiarism Policy and Procedures accessible to staff and students, including its implementation within the college.</li> <li>• Establish processes to support the consistent implementation of AAIC Plagiarism Policy.</li> <li>• Provide processes for students to access AAIC's complaints, Grievances and appeal policy regarding decisions arising from plagiarism.</li> <li>• Maintain confidential records of any breaches.</li> </ul>
<p><b>TRAINER/ASSESSOR RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• Know and consistently implement the AAIC Plagiarism Policy and Procedures.</li> <li>• Ensure that students understand the difference between cooperative learning, group work and plagiarism.</li> <li>• Be vigilant in the detection of plagiarism.</li> <li>• Be aware of, and respect, the practices of other cultures / cultural backgrounds</li> </ul>
<p><b>STUDENT RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• Acknowledge, Understand and comply with the AAIC plagiarism policy and procedures and seek help if unclear about their requirements.</li> <li>• Ensure that all sources of information are appropriately acknowledged.</li> <li>• Take all reasonable precautions to ensure work cannot be copied.</li> </ul>
<p><b>PROCESS FOR IDENTIFIED CASES OF PLAGIARISM</b></p>	<p>Process for Identified Cases of Plagiarism (Intentional and Unintentional)</p> <p>Trainer/Assessor will identify the acts of plagiarism while assessing student's work. This process will be undertaken by verifying all student assessments with plagiarism software (*****). This portal shall be accessed via <a href="#">*****</a>. Where</p>

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a student is suspected of plagiarism by a Trainer/Assessor, the following process will apply:

**First Offence**

1. The student will be invited to discuss the matter with the person assessing the assignment or document. The student may elect to have a support person accompany them to the meeting. The purpose of this meeting will be to establish the circumstances, nature and effects of the problem. The confidential meeting will be documented.
2. If the finding of plagiarism is upheld, the student will be considered to have failed to complete the requirements of the assignment in question and will be required to resubmit the assignment. In all cases the finding of plagiarism will be recorded on the student's academic file at the College.
3. If the finding of plagiarism is not upheld and is found to be an honest mistake, the student will be cautioned and counselled on academic honesty. A note of this warning will be recorded on his or her academic file at the College and the student will be required to resubmit the assignment.
4. Students, who cheat, plagiarise or collude on any piece of assessment, will be deemed Not Yet Competent and their names will be registered on a data base for future monitoring of similar occurrences. Depending on the level of severity and the student's history in relation to these behaviours, another opportunity may be given for a reassessment, as per reassessment fees structure.

**Second Offence**

5. In the event of a second offence, the student will be required to attend a formal meeting with course coordinator.
6. If the finding of plagiarism is upheld, the student will be asked to show cause as to why his or her name should not be reported to DIAC such academic breach
7. The reconsideration and review process and the College appeals process (refer complaints and appeals policy) will be available to the student should they remain dissatisfied with the outcome of the review of the situation.

**IMPLEMENTATION**

Step 1: The person assessing the assignment contacts the course coordinator and CEO to a suspicion of plagiarism in relation to work submitted by a College student.

Step 2: The Course Coordinator is asked to provide a confidential account of the reasoning behind their Suspicion of plagiarism.

Step 3: The Course Coordinator reviews the student's academic record to ensure that there have been no previous cautions on academic honesty or findings of plagiarism. If there is a previous record the case is dealt with as a second offence.

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Step 4: The student is sent a letter outlining the alleged offence and an invitation to attend a meeting with the Course Coordinator. Details of the proposed date, time and place of the meeting are provided along with copies of the Policy for Plagiarism, and the assignment/item in question.

Step 5: If the student elects to have a support person accompany them to the meeting they should contact the support person to ascertain their availability and willingness to attend. (The investigation is not a legal process and as such neither party has legal representation).

Step 6: The student may submit documentation in support of their case prior to the meeting for review by the course coordinator.

Step 7: The circumstances, nature and effects of the problem are discussed at the meeting and these are documented by the course coordinator during the meeting. The student has an opportunity to present their case.

Step 8: At the conclusion of the meeting the course coordinator will make one of two possible determinations:

- Scenario 1: If the finding of plagiarism is upheld, the student will be considered to have failed to complete the requirements of the assignment in question and will be required to resubmit the assignment. In all cases the finding of plagiarism will be recorded on the student's academic file at the College.
- Scenario 2: If the finding of plagiarism is not upheld and is found to be an honest mistake, the student will be cautioned and counselled on academic honesty. A note of this warning will be recorded on his or her academic file at the College and the student will be required to resubmit the assignment.

Step 9: The person assessing the assignment submits a written recommendation to the course coordinator within one week of the meeting.

Step 10: The recommendation is reviewed, approved and handed down by the CEO.

Step 11: The student is notified of the outcome of the meeting in writing within two weeks of meeting.

Step 12: The reconsideration and review process and the College appeals process (refer complaints and appeals policy) is available to the student should they remain dissatisfied with the outcome of the review of the situation.

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## 7.2 AAIC P6 ASSESSMENT POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	AAIC shall develop and implement assessment strategies to facilitate student learning and to assess achievement against learning outcomes or competency aims. Assessment supports student-centred approaches to learning. Assessment practices include the provision of constructive and timely feedback to students to provide students with a measure of their progress against stated learning outcomes and assist in their preparation for future assessment. AAIC adopts relevant and diverse forms of assessment.
<b>PURPOSE:</b>	<p>This policy/procedure supports Clauses 1.8 – 1.12 focusing on conducting effective assessment for courses delivered by AAIC as well as delivering quality Training and Assessment services to its clients.</p> <p>This policy establishes the College's framework for quality assurance in the management of the AAIC's Assessment System, responsibilities and obligations for assessment, quality assurance, and procedures for the effective conduct of assessment practices to ensure</p> <ul style="list-style-type: none"> <li>• assessment judgements are consistently made on a sound basis</li> <li>• Validation of assessment judgements is carried out.</li> </ul>
<b>SCOPE:</b>	<p>The scope of this policy includes assessment conducted in each of the qualification offered by AAIC. This policy addresses matters related to:</p> <ol style="list-style-type: none"> <li>1. The Responsibilities and Obligations of Assessment</li> <li>2. Quality Assurance: Validation, moderation and adjustment,</li> <li>3. Procedures: Recording, Extensions, Overdue Assessments, Re-submissions</li> <li>4. Management of the Assessment System</li> </ol>
DEFINITION	
<b>COMPETENCY BASED TRAINING AND ASSESSMENT</b>	<p><b>Competency:</b> a broad concept that describes a student's ability in a range of areas. It covers:</p> <ul style="list-style-type: none"> <li>• Task skills. How do student perform individual tasks?</li> <li>• Task management skills. How do student manage a number of different tasks within a job?</li> <li>• Employability Skills – How would student deal with responsibilities and expectations of the workplace?</li> </ul>

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**Competency based training** is aimed at providing students with the skills, knowledge and understanding to demonstrate competence against standards, which are national and industry endorsed.

**Competency standards** reflect the knowledge and skills and the application of that knowledge and skills to the standard of performance required in employment and against the same standards. Students are not compared with one another. Standards are developed by industry, based on the organization of work, expressed in terms of workplace outcomes and regularly reviewed to ensure their continuing relevance to the workplace.

**Competency based assessment** is the process of collecting evidence and making judgments on whether competency has been achieved. This is based on the student being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

- In keeping with the principles and practices of competency based assessment, the determination of competency will be made on an aggregate of evidence, not in isolation.
- Once student have been assessed against these standards, student will receive a grade of “C” for Competent and “NYC” for Not Yet Competent. Not Yet Competent means that student have not met the requirements and will be given the opportunity to fill any competency gaps to obtain competency. If student do not fulfil all requirements of a qualification, student will receive a Statement of Attainment, rather than a qualification.
- All units in student’s course are delivered and assessed strictly in accordance with the Unit outlines issued to student at the beginning of the term. Delivery and assessment of Competency is strictly in accordance with the relevant Training Package.
- Each part of a Unit of competency must be addressed for a student to be graded as “Competent”. If a student is deemed “Not Yet Competent”, under competency based training and assessment, students are provided with three opportunities to achieve competence. Failing this, the student will need to repeat the unit of study.

#### **Assessment Grading Criteria – Vocational Education Courses**

Assessments for all Vocational Programs are assessments according to the rules outlined in each of the Training Package and accredited course unit of competency. Each unit of competency is allocated a result as follows:

- **Competent C** Competent is awarded to student who has achieved all of the learning outcomes specified for that unit/module to the specified standard.
- **Not Yet Competent NYC** Not Yet Competent is awarded to student who failed to achieve all of the learning outcomes specified for that unit/module to the specified standard.

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## POLICY GUIDELINES

### AAIC RESPONSIBILITY

AAIC is responsible for coordinating and monitoring the practice of assessment and to ensure that fair, effective, consistent and appropriate assessment practices are in place. The Training and assessing team will review the Assessment Plan developed for each course and ensure the weighting and timings of assessments are fair, equitable and consistent with the specifications outlined in the accredited course documents or Training and Assessment Strategies.

The Training and assessment team ascribes responsibility for conducting assessment to academic staff and assessor and ensures that assessment tasks are consistent with the aims, objectives and content of a course and/or unit of study.

Responsibilities of Course Coordinators (or delegated nominee)

- Review and approve Assessment Plan
- Conduct assessment validations and moderations
- Ensure all students and assessors are aware of their obligations during a study period
- Manage the development and review of assessments tools
- Develop Assessment tools in line with Principles of assessment i.e. assessment tools are fair, flexible, reliable and valid
- Conduct assessments and record evidence used to make a decision about competence in line with rules of evidence i.e. evidence collected are valid, sufficient, currency, authentic
- Approve Reasonable Adjustments as per the Access and Equity Policy and Procedure
- Conduct and approve Recognition of Prior Learning as per the AAIC's RPL Policy and Procedure

### RESPONSIBILITIES OF TRAINERS / ASSESSORS

- Contribute to the development of an Assessment Plan and Training and Assessment Strategy with the Course Coordinator (or delegated nominee)
- Provide constructive and timely feedback on assessments submitted by students.
- Adhere to assessment strategies and their submission timeframes.
- Report on student progress and achievement in an honest, clear and objective manner and based only on relevant data.
- Report on assessment outcomes.
- Apply the Complaints, Grievance and Appeals Policy and Procedure and the plagiarism Policy and Procedure. (if required)
- Classroom Management: Decisions related to both classroom management and assessments are the responsibility of the class trainer/assessor. Students are expected to comply with

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trainer/assessor's instructions. Students are encouraged to speak with their trainer/assessor about any learning and assessment issue which may be affecting their progress. Issues related to course progress, attendance and participation in a unit can be discussed with the trainer/assessor. Students can also speak with the International Student Administration Officer.

- Award competency to learner based on evidence submitted by the student and ensure evidence are in line with rules of evidence.
- Be aware of the AAIC Plagiarism Policy and Procedure to handle academic misconduct.

**RESPONSIBILITIES OF STUDENTS**

- Be aware of all requirements to be deemed competent in a unit of competency.
- Be aware of mechanisms within the College for seeking assistance and advice, in particular in relation to problems in meeting assessment timeframes, withdrawal from a course and/or unit of competency and special consideration due to illness or other misadventure.
- Practise academic integrity and avoid plagiarism.
- Accept fair, helpful and timely feedback on assessment tasks including evaluation of performance and progress in a unit of competency.
- Be aware of the AAIC Plagiarism Policy and Procedure and the AAIC Complaints, Grievance and Appeals Policy and Procedure which includes the procedure for appealing academic decisions.
- Undergo assessment against all of the tasks identified in the elements of the unit or module
- Demonstrate capability of performing these tasks to an acceptable level.

**MANAGEMENT OF THE ASSESSMENT SYSTEM**

**DEVELOPING ASSESSMENT TOOLS**

- AAIC shall develop assessment materials using the information from the unit or module elements, performance criteria and assessment requirements to determine what competence looks like.
- AAIC shall set benchmarks for measuring the learner's performance using 'observable behaviours' to ensure learner
  - actually undertake all the required tasks
  - demonstrate their ability to do so in different contexts and environments.
- AAIC develop assessment in such a way that, if assessment tasks are undertaken as a group, each learner is assessed on each component of the task and assessor has the opportunity to assess performance of the individual learner and not as a group.
- AAIC collect evidence for assessment requirements into three areas:
  - Performance evidence
  - Knowledge evidence

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	<ul style="list-style-type: none"> <li>○ Assessment conditions</li> <li>• AAIC shall keep performance and knowledge evidence describes what a learner must demonstrate in order to be considered competent.</li> <li>• AAIC shall assessment conditions describe the conditions under which a learner must demonstrate this, including any specific requirements for resources, trainers and assessors and the context for assessment.</li> <li>• AAIC shall ensure students are given appropriate details such as: types of assessment, instructions, length (words/duration), weighting, and submission timeframes.</li> </ul>
<b>IMPLEMENTING ASSESSMENT TOOLS/METHODS</b>	<p>AAIC shall implement the assessment methods using principles of assessment of fairness, flexibility, validity and reliability as follows:</p>
	<p><b>7.2.1.1 FAIRNESS</b></p>
	<ul style="list-style-type: none"> <li>• At enrolment or prior to commencement of training, make recognition of prior learning available to all learners. Ensure any required adjustments are made to the training and assessment program for each learner. This will be driven by AAIC P16 Enrolment Process Policy and AAIC P14 RPL Policy</li> <li>• AAIC shall consider the learner's needs in the assessment process and make reasonable adjustments to accommodate the learner (such as providing oral rather than written assessment). However, the rigour of the assessment process shall not be compromised (e.g. if there is a requirement to complete documentation in a unit of competency, oral assessment would not be appropriate). This is will be driven by AAIC P18 Access and Equity Policy.</li> <li>• AAIC will ensure that the learner is fully informed of the assessment process and performance expectations before undertaking assessment.</li> <li>• If a learner is unable to complete the required task to the level described in the assessment requirements, consideration whether they need further training before being reassessed shall be made. Sound enrolment processes shall be implemented to help identify the needs of learners and avoid learners being enrolled in a course that they will not be able to complete.</li> <li>• AAIC shall provide Learners with an opportunity to challenge an assessment decision and to have it reviewed objectively which will be driven by AAIC's Complaints Grievance &amp; Appeals policy.</li> </ul>
<p><b>7.2.1.2 FLEXIBILITY</b></p>	
<ul style="list-style-type: none"> <li>• At enrolment or prior to commencement of training, AAIC shall make recognition of prior learning available to all learners. AAIC shall ensure any required adjustments are made to the training and assessment program for that learner.</li> </ul>	

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- AAIC shall take the learner into account in the assessment process, and recognise that they may already have demonstrated some aspects of the unit through other means. If individual learners have demonstrated current skills and knowledge, they should not be required to be reassessed in those areas, unless the previous demonstration of skills or knowledge is in a significantly different context or environment.
- AAIC shall use a range of assessment methods to help produce valid decisions and recognise that learners demonstrate competence in a variety of ways.

#### 7.2.1.3 VALIDITY

- As part of assessment, AAIC shall require learners to demonstrate skills and knowledge across a range of environments and contexts relevant to the unit or module. Assessing in a variety of contexts shows that the learner is able to apply the skills and knowledge in other situations, and can apply their knowledge in a practical way.
- AAIC shall ensure that assessment tasks and methods match assessment requirements. For example, if assessing a practical skill such as keyboarding, questions about how a keyboard operates may not be valid as this knowledge is not required in order to carry out the task. Instead, use questions that demonstrate knowledge of why the learner is doing the task in a particular way.

#### 7.2.1.4 RELIABILITY

- AAIC shall make assessment decisions consistently across different learners and different assessors in the same unit or module.
- AAIC shall have a well-designed assessment system that includes measures to minimise variation between assessors. The same evidence presented by different learners or to different assessors should result in the same decision which will be driven by AAIC P15 Validation & Moderation Policy
- AAIC shall develop evidence criteria (i.e. decision-making rules) to judge the quality of performance which will be available in respective Facilitator and Assessor Guide for each unit of competency under Assessment Outcome Guidelines, Specifications, this will help assessors make consistent judgements about competence. Evidence criteria could include:
  - model answers (where appropriate)
  - descriptions of observations needed to assess skills and application of knowledge in a practical activity.
- AAIC's benchmarks for practical activities shall be broad enough to allow for variations and reasonable adjustment in the precise task being undertaken and any variations in the context which will be available in

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Facilitator and Assessor Guide for each unit of competency under “Planning the Assessment” section of each assessment task. This will also include ‘observable behaviours’—the behaviours which must be exhibited by the learner when carrying out the task. Assessor will be able to record these observations using the “Observation Checklist” for Assessment Task (as applicable) in Facilitator and Assessor Guide for each unit of competency.

**METHODS OF ASSESSMENT**

Student assessment is conducted using a variety of strategies. The College uses learner friendly resources and provides additional support where required. We provide information relating to the requirements of the training program, including assessment details at the beginning of the term. All assessment tools are designed to closely link the training program with the requirements in industry.

The **objectives of the assessment process** are to confirm that students have acquired the competencies identified and to demonstrate that students are competent to the agreed industry standard.

Students are assessed using a variety of methods to ensure reliability and validity. At all times, student’s trainer will give student explicit instructions on how each assessment are to be done. These methods could include, but are not limited to those described in the following table:

TYPE OF ASSESSMENT	DESCRIPTION
<b>Written assignments</b>	Students will be required to construct a written piece of work on a topic to demonstrate understanding. Your trainer should help you to construct the format of the assignment.
<b>Tests</b>	Tests may be practical or theoretical, closed or open book, short answers, multiple choices or a close comprehension activity.
<b>Trainer observations</b>	At times, trainers will make observations in class in order to formulate a judgment about competency
<b>Portfolios</b>	These are a collection of evidence using a variety of formats to establish evidence of a competency. Examples might include projects, videos, peer evaluations, CD-ROMs, Photos
<b>Group Project Work</b>	Group membership (such as leader, scribe, and reporter) may be assigned or may be a free choice.

	All members are to commit equally to the project. Successful team or group work is an integral part of both the learning and working environment.
<b>Journals</b>	Journals take many formats and can represent a factual piece of evidence over time.
<b>Oral presentations</b>	Students are expected to deliver oral presentations in order to refine techniques as well as impart information. Generally oral presentations include visual or audio material, allow some audience involvement, show evidence of planning, and conform to time constraints.
<b>Demonstration</b>	Practical demonstrations to reveal knowledge of topic. Some competencies must be demonstrated in a practical manner.
<b>Case studies</b>	This approach to assessment usually analyses evidence using real life situations.
<b>Research</b>	You may need to interview people in order to gather data. You trainer will instruct you on a format for interviewing.
<b>Practical demonstrations</b>	To reveal knowledge of topic. Some competencies must be demonstrated in a practical manner
<b>Self-paced learning</b>	Some units require students to engage in the self-paced learning approach in which instruction and assistance are provided for students to work independently through material at their own speed. Specific outcomes such as assessments and time lines must be met.
<b>Field / industry placement</b>	During field/industry placement, students will work, observe, investigate, evaluate, criticise and report orally or in written form. In all cases, students are to demonstrate in various ways after the field experience that they have understood the application of knowledge initially gained in class.
<b>EVIDENCE REQUIREMENTS</b>	<p><b>What evidence is required?</b></p> <p>Trainer/s will gather evidence throughout student's course. There are a variety of assessment tasks that will need to be administered.</p>

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Assessment tasks are designed to ascertain how student is progressing and what progress student has made towards achieving the required competencies.

AAIC shall record the evidence in line with rules of evidence of validity, sufficiency, authenticity and currency as follows:

#### 7.2.1.5 VALIDITY

- AAIC shall ensure that evidence is directly related to the competency being assessed.
- AAIC shall ensure there is a direct relationship between the assessment tasks or activities learners undertake, the evidence presented and the assessment requirements.

#### 7.2.1.6 SUFFICIENCY

- AAIC shall gather enough evidence to make a valid judgement of competence or otherwise.
- The quantity of evidence may vary between learners. Some may take longer or need to complete a greater number of tasks to demonstrate competence. Others may, despite repeated opportunities, not be able to achieve competence.

#### 7.2.1.7 AUTHENTICITY

- Ensure that evidence gathered 'belongs' to the learner being assessed and provides evidence of that person's skills and knowledge.
- Verify that the person you are enrolling, training and assessing is the same person that will be issued with a qualification or statement of attainment. This does not remove your responsibility to verify the identity of a learner enrolled in a face-to-face course, but it is clearly easier to do this through direct interaction with the learner. Regardless of the delivery method, you must be able to demonstrate how you have verified the identity of the learner this will be further governed by AAIC P33 Qualifications & Statement of Attainment Issuance Policy.
- AAIC shall check work submissions for plagiarism which will be further governed by AAIC P5 Plagiarism Policy.

#### 7.2.1.8 CURRENCY

- Decide how valid the evidence is, given the time that has passed since the evidence was generated.
- AAIC shall determine whether the evidence is recent enough to show the learner is competent at the time an assessment decision is made. For example, a computer programmer who has 10 years' experience but has

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	<p>not been directly involved in hands-on programming work for the past three years may not have current skills in or knowledge of contemporary programming methods. However, the programmer may be able to update their skills and knowledge through a 'gap training' program. This varies to some extent between industries and, as a person with current industry skills and knowledge, an assessor is well placed to make this judgement.</p>
<p><b>ADMINISTERING ASSESSMENT</b></p>	<p><b>Preparing for assessment</b></p>
	<ul style="list-style-type: none"> <li>• AAIC shall have requirements of assessment for each unit/module/cluster outlined for the student and Assessor in the Facilitator Assessor Guide under Assessor Task instructions along with requirements and due dates of the task and Marking Guide for assessor</li> <li>• AAIC shall record reasonable Adjustments where relevant.</li> </ul>
	<p><b>Assessing written work and provide feedback</b></p>
	<ul style="list-style-type: none"> <li>• Each written Assessment Task should be submitted electronically by the student with a signed and completed Assessment Task Cover Sheet. These details will be available to student in Facilitator and Assessor Guide for respective unit/module/cluster</li> <li>• Submitted assessment task shall be assessed within 4 weeks of unit completion and students shall be provided feedback on the Assessment Task Cover Sheet.</li> </ul>
	<p><b>Assessing practical tasks</b></p>
<ul style="list-style-type: none"> <li>• Practical tasks may be assessed during classes and/or visits. Instructions for completing tasks will be outlined in the relevant Facilitator Assessor Guide of unit/module/cluster.</li> </ul>	
<p><b>Recording:</b></p>	
<ul style="list-style-type: none"> <li>• Assessors will be required to make assessment decisions and formally record those decisions. Assessors shall complete a Competency Record Sheet (CRS) for each unit of competency. The CRS is submitted to the College Administrator at the conclusion of each study period.</li> </ul>	
<p><b>Absence on day of assessment</b></p>	
<ul style="list-style-type: none"> <li>• If a student is absent on the day of assessment, student must inform the trainer or the College (prior to the day if possible). Appropriate evidence to show the cause of absence must be produced on or before the next class.</li> </ul>	
<p><b>Late for a test</b></p>	
<ul style="list-style-type: none"> <li>• If a student is late for a test or exam, student will be required to complete the test/exam in the specified time period. No extension will be granted.</li> </ul>	

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### Due date for assignments

- All assignments must be handed in on or before the due date and time specified by the trainer. A late assignment submission will incur a late fee of \$75 per assignment.
- If student is not able to hand in assignment on the due day and require special consideration, such as if student is ill, student will need to discuss the matter with the trainer for exceptional circumstances and student may also need to provide a medical certificate.

### Overdue Assessments:

- An assessment is 'overdue' when it is not submitted by the due date or by the agreed extension date. Should the student fail to submit an assessment by the agreed date, penalties may be applied and it will be recorded in the students' academic file.

### Extensions:

- Students who require an extension of time to complete an assessment must seek approval from the trainer/assessor. The trainer/assessor must approve such extension date. Extension can only be granted due to compassionate or compelling circumstances that are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - a traumatic experience which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

### Re-submission

- If a student is unable to complete the required task to the level described in the assessment requirements, then a student may be allowed to re-submit the assessment by assessor.
- The student and the assessor must negotiate a specific timeframe for the re-submission of the assessment task and note and sign the re-submission timeframe on the Assignment Cover Sheet.
- Only one free resubmission is permitted per assessment.

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	<ul style="list-style-type: none"> <li>• If this resubmitted assignment is again assessed as Not Yet Competent, the student may make a second resubmission by a deadline specified by the trainer.</li> <li>• A fee of \$50.00 will be charged for this second resubmission.</li> <li>• The second resubmission will not be assessed until proof of payment of the fee is presented.</li> <li>• If a second resubmission is not assessed or is assessed as Not Yet Competent the student will be deemed Not Yet Competent for the unit of competency.</li> <li>• Course Coordinator may consider further training and allow reassessment for the Unit of Competency. See Reassessment procedure.</li> </ul> <p><b>Reassessment</b></p> <ul style="list-style-type: none"> <li>• Course coordinator may cogitate the need for further training before reassessment at the mutually agreed time.</li> <li>• The re-assessment will be scheduled at a time suitable for student, trainer and the College.</li> <li>• Re-assessment will incur a cost of \$300 per unit of competency. This must be paid one week in advance of re-assessment.</li> </ul>
<p><b>APPEALING AN ASSESSMENT RESULT:</b></p>	<ul style="list-style-type: none"> <li>• If a student is dissatisfied with the assessment result, the student can access AAIC Complaints, Grievances &amp; Appeals Procedure to appeal.</li> <li>• Please refer to the AAIC Complaints, Grievances and Appeals Policy for further information regarding the process.</li> </ul>
<p><b>QUALITY ASSURANCE: ADJUSTMENT, MODERATION, AND VALIDATION</b></p>	<p>The Training and assessment team is responsible for the regular review of assessment practices and activities. AAIC has in place a variety of quality assurance systems and mechanisms to ensure that feedback and input from assessor, academic staff, students, and external advisers is collated, analysed and acted upon. Information received in relation to course progress analysed and reported on each term. AAIC employs internal and external monitoring and evaluation activities to inform the process of continual improvement of courses, delivery processes, and assessment strategies.</p> <p><b>Adjustment:</b></p> <p>Assessment tasks may be subject to Reasonable Adjustment where a student has a specific disability or special need. Adjustments are measures or actions taken in order to provide substantive equality for students with a disability. The obligation on the College to implement any adjustments is subject to provision by the student, of timely and relevant advice of the student's individual requirements. In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order</p>

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to ensure assessment decisions are appropriate. (Refer to the Access and Equity Policy and Procedure)

**Moderation:**

Assessment moderation is the review of assessment decision-making to ensure consistency in measuring competency. A group of assessors will meet to discuss their assessment processes and tasks with a view to identify issues and making improvement.

**Validation:**

Assessment validation involves comparing, evaluating and reviewing assessment processes, methods and tools and the subsequent assessment decisions.

**This is further governed by AAIC P15 Validation & Moderation Policy**

**7.3 AAIC P14 RPL POLICY**

**POLICY STATEMENT**

<b>DECLARATION:</b>	AAIC shall grant Course credit, national recognition and/or RPL to individual learners, who are able to demonstrate appropriate prior learning or experience in line with RTO Standards 2015 & National Code 2018.
<b>PURPOSE:</b>	<p>Purpose of this policy is to</p> <ul style="list-style-type: none"> <li>ensure compliance with Clause 1.2, Clause 1.12 and Clause 3.5 of National Standards for RTO 2015. This policy also supports ‘Standard 12 – Course Credit’ of the ‘National Code 2018’. implement a procedure for the college to process any student’s applications for course credit and document any results, including student verification of the outcome</li> <li>provide a process that ensures that students receive written verification of the outcome of the course credit application and records are kept with student files.</li> <li>ensure that any changes to course duration that occur from granting a course credit, after a Student Visa is granted, are reported to DEPARTMENT OF HOME AFFAIRS via PRISMS.</li> </ul>
<b>SCOPE</b>	This policy is applicable to areas of training and assessment delivered by AAIC including amount of training to be provided to learner.

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DEFINITIONS

***'National Recognition'***

Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person.

From enrolling in units as a result of having completed units at another Registered Training Organization, within the AQF framework, and from the same Training Package, where those units are included in the Course in which they are enrolled. The granting of exemption or credit by a Registered Training Organisation (College) to students for units of competency completed under accredited training. These unit codes must identically match the units that you are applying for credit.

***'Credit Transfer' (CT)***

Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the Australian Qualification Framework (AQF).

***'Recognition of Prior Learning' (RPL)***

*Also known as Recognition of Current Competencies (RCC)*

RPL is the acknowledgment of a person's current skills and knowledge acquired through previous training, work or life experience. Briefly, RPL is a method, approved under the Australian Qualifications Framework, to establish candidate's competency against a set of national standards using a range of alternative assessment criteria. RPL therefore recognises candidate's life skills and the practical knowledge candidate have acquired no matter how or where. Most importantly, these skills and knowledge need not have been gained in a formal education setting.

Recognition of prior learning (RPL) may be defined in a number of ways, some more expansive than others. However, all definitions include the key notion that RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a qualification, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.

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The AQF sets out the qualifications standards upon which RPL ultimately relies for its credibility. Under the AQF, each qualification guideline provides for an RPL pathway as an 'alternative' or 'non-institutional' access point or source of credit. This keeps the system of qualifications open to recognition of the value of learning achieved outside the formal system, as part of everyday living in a continuum of learning throughout one's life.

AAIC shall ensure that it will collect the evidence to make a decision about recognition of prior learning in line with principles of evidence which will be valid, sufficient, authentic and current.

**GENERAL PROCEDURE**

1. All students are made aware of their ability to apply for course credit, RPL or national recognition at the time of their enrolment.
2. Students are to place any applications for course credit, RPL or national recognition at the time of enrolment or latest by the 2<sup>nd</sup> week of the first term of study in their enrolled course.
3. Where either of the above, Credit Transfer or Recognition of Prior Learning, applications are approved the following must occur:
4. Relevant Course-Coordinator shall determine the amount of training to be provided to the student based on their existing skills and knowledge, determine the mode of delivery and where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.
5. Student Administration must adjust the student's COE and training plan to reflect any reduction in the period of study the student is enrolled.
6. Where any application for course credit is received by the college, either RPL or CT, the college is to assess the application and provide an outcome to the applicant within 14 days of receiving it, or as soon as practical where further information is required to determine the outcome.
7. The College needs to provide the student a 'Confirmation of Outcome of RPL/Credit Application'. The students must sign this letter to indicate agreement with the outcomes of Credit Transfer or Recognition of Prior Learning applications and a copy is to be kept on the students file.
8. If an applicant is unsatisfied with the procedure, outcome and explanation of RPL/Credit Transfer, he/she will be able to contact the course coordinator for further clarification or access AAIC's Complaints and Appeals procedure which outlines further action that may be taken.
9. If a student is granted a course credit which leads to a shortening of the student's course, the AAIC must:

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	<ul style="list-style-type: none"> <li>a. if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or</li> <li>b. if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.</li> </ul> <p>10. <b>RPL costs</b> - \$250 course enrolment fee (Non-refundable) + 50% of total fees per unit. All fees are payable before or upon submission of evidence portfolio. If RPL is granted candidate will then become competent in the given unit. If RPL is not granted, the 50% fees will then go towards the full payment of the given unit and you are required to complete the unit as per the college terms.</p>
<p>CREDIT TRANSFER &amp; NATIONAL RECOGNITION PROCEDURE</p>	<ul style="list-style-type: none"> <li>• Students must first fill in an RPL Application Form (AAIC-F24 RPL Application Form) and return to AAIC reception with the required Fee</li> <li>• On receipt of a completed RPL application form AAIC Administration will issue a receipt for the RPL fee and provide the student with an RPL Application Kit (AAIC-F24A RPL Application Kit) containing evidence guide related to the Units of Competency or Qualification sought by the Applicant.</li> <li>• Students who have completed a Nationally Recognised qualification / unit that have the exact same code as a unit currently enrolled will be eligible for credit transfer for the unit(s). The student must provide the original certificate/ AQF documentation issued by another RTO or authentic VET transcript issued by the registrar.</li> <li>• Where originals are required to be sighted, the Student Administration manager will sight the originals and indicate on copies that originals have been sighted and return originals to the student. The College shall at no time keep original certificates.</li> <li>• The application is then forwarded to the relevant Course Coordinator to be assessed and outcomes determined.</li> <li>• An outcome will be recorded, and corresponding changes will be made to student enrolment and student will be notified.</li> </ul>
<p>RECOGNITION OF PRIOR LEARNING PROCEDURE</p>	<ul style="list-style-type: none"> <li>• Students must first fill in an RPL application form and return to AAIC reception with the required RPL Fee</li> <li>• On receipt of a completed RPL application form AAIC Administration will issue a receipt for the RPL fee and provide the student with an RPL Evidence Guide related to the Units of Competency or Qualification sought by the RPL Applicant.</li> <li>• Training Staff will monitor the student's progress in order to provide ongoing advice or assistance in the collection of competency evidence.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Once a student has completed the collection of their competency evidence, they should submit the RPL evidence to AAIC administration for assessment which will be forwarded to course coordinator.</li> <li>• Should insufficient evidence be provided further guidance may be provided by training staff or a scheduled assessment event may be negotiated where in observation of the competency in a number of contexts may be conducted.</li> <li>• All competency decisions shall be recorded with assessment advice and or statements of attainment or qualifications being issued as soon as practicable.</li> <li>• An outcome will be recorded, and corresponding changes will be made to student enrolment and student will be notified.</li> <li>• Where a RPL is granted, AAIC shall provide a record of the RPL application to the student, which must be signed or acknowledge by student, and will be placed on the student's file.</li> </ul>
RECORD KEEPING REQUIREMENTS	<ul style="list-style-type: none"> <li>• If the registered provider grants RPL or course credit to an overseas student, the registered provider must give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.</li> </ul>

#### 7.4 AAIC P16 ENROLMENT PROCESS POLICY

POLICY STATEMENT	
DECLARATION:	AAIC Management and staff are committed to determining client needs through initial contact and/or interview and providing services to meet those needs. AAIC staff will provide timely and accurate advice to all potential and enrolling students. AAIC Staff and management will at all-time respond in a responsible manner to all reasonable requests for information about AAIC's education services.
PURPOSE:	<p>The purpose of this policy is to ensure that</p> <ul style="list-style-type: none"> <li>• The AAIC establishes the needs of clients and delivers services to meet these needs.</li> <li>• Assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.</li> </ul> <p>Prior to accepting a student or intending student for enrolment in a course, comprehensive, current and plain English information is available.</p>

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<b>SCOPE:</b>	All Students
<b>PROCESSES</b>	<p>The recruitment of students follows general marketing and is the first step in establishing a formal relationship between the student and Australian Adelaide International College. It is important that the recruitment is ethical and upholds the integrity of Australian education and training. Intending students need to be able to access information about the course, fees, facilities, services and resources offered by the registered provider prior to enrolment in order to make an informed choice about their education options. At this point, AAIC also needs to be satisfied that the student's English language proficiency, qualifications and experience are appropriate for the course.</p>
<b>STEP 1: APPLICATION PROCESS</b>	<ol style="list-style-type: none"> <li>1. Upon receiving initial contact by a potential or enrolling student, enrolling officer shall provide a copy of student handbook to the student through print or through referral to an electronic copy which will contain current and accurate information on: <ul style="list-style-type: none"> <li>○ the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable</li> <li>○ the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods</li> <li>○ course duration and holiday breaks</li> <li>○ the course qualification, award or other outcomes</li> <li>○ campus locations and facilities, equipment and learning resources available to students</li> <li>○ the details of any arrangements with another provider, person or business who will provide the course or part of the course</li> <li>○ indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies</li> <li>○ the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled</li> <li>○ the ESOS framework, including official Australian Government material or links to this material online</li> <li>○ accommodation options and indicative costs of living in Australia.</li> </ul> </li> </ol>

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2. Once the student is ready for enrolment, Student Administration manager shall, direct the student to complete AAIC student application form to initiate the admission process.
3. Prior to enrolment or the commencement of training and assessment, whichever comes first, AAIC shall provide advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.
4. AAIC does not enrol students under the age of 18. The enrolling officer must ensure that the student is 18 years or older on the date of enrolment.
5. Enrolment applications are not accepted without appropriate supporting documentation. All International students are required to submit the following documents with their application form:
  - an authorised copy of their passport and visa
  - evidence of English proficiency (Appendix B). An International student's English proficiency is required to be evidenced by a recognised English Language testing score (IELTS greater than or equal to 6.0 band) or equivalent. (Appendix B)
  - Completed year 12 (HSC or equivalent) (Please Refer **Appendix A**)
  - Any other supporting documents such as previously attained qualifications, OSHC etc.
6. AAIC prefer to sight the original documents or the student must provide certified copies.
7. A copy English Proficiency Test score and other supporting documents are to be kept on student files.
8. Enrolling officer must ensure that student provides USI at the time of enrolment or if student does not have an USI, they have filled the USI section in International Application Form. This will be further governed by AAIC P50 AAIC USI Management Policy

## STEP 2: ASSESSING THE APPLICATION

1. All enrolment applications are received and assessed by Student Administration department. Student Administration Manager shall assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.
2. Student Administration Manager shall match the student credentials with the entry requirements of the qualification and process the application accordingly.
3. AAIC shall provide advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.
4. On receiving a request for information concerning RPL (Recognition of Prior Learning) AAIC staff shall ensure that enquirers are provided 'RPL

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	<p>Application form' and information about the process of RPL through RPL KIT. This will be further governed by AAIC P14 RPL Policy.</p> <ol style="list-style-type: none"> <li>5. The enrolling officer must review the student application form if the student has indicated that they require any additional support during the course and ensure that reasonable adjustments are offered to the student.</li> <li>6. Individual needs may also be identified verbally during initial enquiry, entry /pre-training interviews or other.</li> <li>7. Where individual support needs have been identified this to be referred to the Campus Manager.</li> <li>8. The Campus Manager will further discuss the needs with the student to identify how AAIC can support the student. An individual support plan may be developed to assist the student through the course. Or, the student may be referred to an external service for support before enrolment – this might be to English language courses, employment support, lower level or more suitable qualifications delivered by other providers.</li> <li>9. AAIC shall make reasonable adjustments where ever possible to accommodate learner's needs.</li> <li>10. A student may not be offered a place for enrolment if AAIC is not able to support the student in the course as per the needs.</li> </ol> <p>If the student's application for enrolment is not successful due to any reason, AAIC shall notify the student in writing explaining the reasons for the refusal &amp; the student shall also be notified of his/her right to access the AAIC's complaints, grievances and appeals process within 20 working days.</p>
<p><b>STEP 3: LETTER OF OFFER AND AGREEMENT</b></p>	<ol style="list-style-type: none"> <li>1. Once a student application has been accepted by the college, Letter of Offer and Agreement shall be issued.</li> <li>2. This may be subject to the condition/s as determined by the student administration department.</li> <li>3. If the student is satisfied with terms &amp; conditions, the student will be required to sign and return Letter of Offer and Agreement with the evidence satisfying condition/s on enrolment.</li> </ol>
<p><b>STEP 4: ISSUING ECOE</b></p>	<ol style="list-style-type: none"> <li>1. Once the signed Letter of Offer and Agreement is received by AAIC along with the first installment of Fees, an electronic confirmation of enrolment (eCOE) will be issued.</li> </ol>
<p><b>APPENDIX A</b></p>	<p><b>Year 12 Overseas Equivalent</b></p>

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AAIC requires International students to have completed their schooling at least to the Australian equivalent of Year 12. The table below explains the mapping of overseas qualifications equivalent to Australian Year 12:

COUNTRY	MINIMUM QUALIFICATION
Australia	Australian Year 12 Senior Secondary Certificate of Education – satisfactory completion
Argentina	Bachillerato (Secondary School Certificate)
Bangladesh	Higher Secondary School Certificate
Bhutan	Bhutan Higher Secondary Education Certificate
Brazil	Diploma de Ensino Medio (Middle Education Diploma)
Brunei	Brunei Cambridge General Certificate of Education Advanced Level (Brunei-Cambridge A level) – 2 passes
Canada	High School Diploma
Chile	<i>Licencia de Educación Media</i> (Certificate of Secondary Education Certificate)
China	General Senior Secondary Unified Graduation (Certificate of Graduation)
Columbia	<i>Bachillerato</i> (Secondary School Certificate)
Czech Republic	<i>Maturita</i> (Matriculation Certificate)
Denmark	<i>Studentereksamensbevis</i> (Upper Secondary School Leaving Certificate)
Egypt	<i>Thanawiyya al-A'ama</i> (General Secondary Education Certificate)
Fiji & other South Pacific	Fiji Seventh Form Certificate (Form 7)
Finland	<i>Ylioppilastutkintodistus</i> (Certificate of Matriculation)
France	<i>Baccalauréat</i>

Germany	<i>Achgebundene Hochschulreife (Leaving Certificate) or Zeugnis der Reife or Reifezeugnis</i>
Greece	<i>Apolytirio Lykeiou (Leaving certificate)</i>
Hong Kong	Hong Kong Diploma of Secondary Education (HKDSE) or HKALE
Hungary	<i>Gimnaziumi Erettsegi Bizonyitvány, / Gymnasium Maturity Certificate</i>
India	All India Senior School Certificate or Indian School Certificate or Certificate of Vocational Education or Senior Secondary Certificate or State Boards of Secondary/Senior Secondary Education certificates
Indonesia	Certificate of Completion of Senior Secondary Education ( <i>Ijazah SMA/ STTB SMA</i> ) or Certificate of Graduation (SKHUN)
Ireland	Leaving Certificate
Israel	<i>Teudat Bagrut (High School Certificate)</i>
Italy	<i>Diploma di Superamento dell'Esame di Stato conclusivo dei Corsi di Istruzione Secondaria Superiore (Upper Secondary School Leaving</i>
Japan	Upper Secondary School Certificate of Graduation (Kotogakko Sotsugyo Shosho)
Jordan	Twajih (General Secondary Education Certificate)
Kenya	Kenya Certificate of Secondary Education or GCE A level – 2 passes
Lebanon	<i>Baccalauréat</i>
Macau	Senior Secondary School Diploma or GCE A Level – 2 passes
Malaysia	STPM Senior Secondary Certificate of Education or GCE A Level - 2 passes
Mauritius	GCE A-level – 2 passes
Mexico	<i>Bachillerato (or the Preparatoria)</i>
Nepal	Higher Secondary Education Board Certificate

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New Zealand	National Certificate of Educational Achievement (NCEA) – Level 3, minimum 60 credits
Netherlands	<i>Voorbereidend wetenschappelijk onderwijs (Diploma VWO) or Hoger algemeen voortgezet onderwijs Diploma HAVO)</i>
Norway	<i>Vitnemal fra den videregaende skolen</i> (Certificate from upper secondary school)
Oman	School Leaving Certificate
Pakistan	Higher Secondary School Certificate
Papua New Guinea	Higher School Certificate
Peru	<i>Certificado de Educación Secundaria Común Completa</i> (Secondary Common Education Graduation Certificate)
Philippines	High School Diploma or a Certificate of Graduation + first year of bachelor degree
Poland	<i>Matura Swiadectwo Dojrzalosci Liceum Ogolnoksztalcacego</i> (Certificate of Matriculation of the General Lyceum)
Portugal	<i>Certificado de Fim de Estudos Secundarios or Diploma de 12 Ano de Escolaridad</i>
Russia	<i>Attestat o Srednem (polnom) Obshchem Obrazovanii</i> (Certificate of Secondary (Complete) General Education)
Saudi Arabia	<i>Shahadat al-thanawiyyah al-aama or shahadat al-marhalat al-thanawiyyat</i> (General Secondary Education Certificate)
Singapore	GCE A-level - 2 passes
Slovakia	<i>Maturitni Vysvedceni/Maturitnej Vysvedcenie</i> (Matriculation Certificate)
Slovenia	<i>Spričevalo o poklicni mature or Spričevalo o poklicni mature or Svidetelstov zo polozen zavresen</i>
South Africa	National Senior Certificate NQF Level 4 or Senior Certificate NQF Level 4
South Korea	General/Academic Senior High School Certificate/Diploma ( <i>Immumgye Kodung Hakkyo Choeupchang</i> )
Spain	<i>Titulo de Bachiller</i>
Sri Lanka	GCE A-level – 2 passes

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Sweden	<i>Slutbetyg Från Gymnasieskola</i>
Switzerland	Federal Maturity Certificate/ <i>Maturitätszeugnis, Certificat de Maturité/ Attestato di Maturità</i>
Taiwan	Senior High School Diploma or Senior Vocational School Diploma
Thailand	<i>Matayom 6</i> or MS 6. (Certificate of Secondary Education)
Turkey	<i>Lise Diploması</i> (High School Diploma or Secondary School Diploma)
United Arab Emirates	<i>Tawjihyya</i> or <i>Thanawiyaa Al-A'ama</i> (General Secondary Certificate)
Vietnam	<i>Bang Tot nghiep Trung hoc Pho thong</i> (Upper Secondary Education Graduation Diploma)
Zimbabwe	Zimbabwe General Certificate of Education at Advanced Level – 2 passes
Other Country	Please attach your highest qualification

## APPENDIX B

### IELTS 6.0 OR Equivalent

AAIC requires international students to have their English language proficiency at least IELTS 6.0 or equivalent in in PTE, TOEFL, OET and Cambridge English.

you must provide evidence that you have:

- studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

OR

- within two years of your application date have successfully completed in Australia
  - A FOUNDATION COURSE
  - A SENIOR SECONDARY CERTIFICATE OF EDUCATION

OR

- a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

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## 7.5 AAIC P17 STUDENT SUPPORT POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	AAIC is committed to providing support services that will facilitate learning as well as provide safe and conducive environment to help learners adjusting to study and life in Australia.
<b>PURPOSE:</b>	This policy/procedure supports Clause 1.3 and 1.7 of Standards for RTO 2015 and 'Standard 6 – Overseas student support services' of the 'National Code 2018'
<b>SCOPE</b>	This policy is applicable to educational and support services provided to meet the needs of the learner cohort/s undertaking the training and assessment at AAIC.
POLICY GUIDELINES	
<b>ASSESSING INDIVIDUAL NEEDS</b>	<ul style="list-style-type: none"> <li>• The enrolling officer must review the Application or Enrolment Forms if the student has indicated that they require any additional support.</li> <li>• Individual needs eg. Language, Literacy and Numeracy, other personal needs may also be identified during the delivery of the course.</li> <li>• Where individual support needs have been identified this to be referred to the Campus Manager.</li> <li>• The Campus Manager will further discuss the needs with the student to identify how the AAIC can support the student.</li> <li>• An individual support plan may be developed to assist the student through the course. Or, the student may be referred to an external service for support before enrolment – this might be to English language courses, employment support, lower level or more suitable qualifications delivered by other providers.</li> <li>• AAIC shall make reasonable adjustments where ever possible to accommodate learner's needs.</li> <li>• A student may not be offered a place for enrolment if AAIC is not able to support the student in the course as per the needs.</li> </ul>

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## NOMINATED STUDENT SUPPORT OFFICER

- Whilst all staff employed by AAIC has the responsibility to provide support to all students, the AAIC shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard AAIC hours of business.
- Students can access the student support officer directly or via student administrations and an appointment will be organised as soon as possible. Student support officer
- AAIC has all its staff as first point of contact for students for support and refer to Student Support Officer. Therefore, AAIC has sufficient staff personnel to meet the needs of the students enrolled at AAIC. Student Services officer will assess and help student in best possible manner and if needed or requested refer to a specialist.
- Currently the role and responsibility of 'Student Support Officer' is maintained by the following person. The Student Support Officer can be contacted during normal business hours (Except Public holidays),
  - **Name:** Ms. Princy Rathinam
  - **Phone:** 08 8232 7788
  - **Email:** [info@aaic.edu.au](mailto:info@aaic.edu.au)
- In case of an urgency the following person can be contact 24 hours, 7 days a week
  - **Name:** Mr. Shekhar Mittal (CEO)
  - **Mobile:** +61 412 805 975
- As part of their responsibility they are to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.

## STUDENT SUPPORT SERVICES

- AAIC shall ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations. This will be done through Staff Induction & monthly meetings.
- The following support services are to be available and accessible for all students studying at AAIC which are also available in the Student Handbook.
- AAIC will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the AAIC at no cost to the student, but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the AAIC.
- Students can contact the nominated Student Support Officer for various support services listed below but not limited to. Students are also advised to do their own research while choosing the following recommended services

## PERFORMANCE ISSUES

Students may have concerns with their attendance, academic performance, English language, Literacy and Numeracy, study assistance programs or any other related

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	<p>issues that are placing them at risk of not achieving the requirements of their course.</p> <p>Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.</p> <p>Student can contact the student support officer for any related matters who can guide the student in the right path.</p> <p>All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified. A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at AAIC at any time. The student support officer will be able to provide advice and guidance, or referral, where required.</p> <p>The college will try to resolve the matter in a professional manner in the first instance. However, if the matter remains unresolved, then Campus Manager will further discuss the needs with the student and based on an individual student support plan student may be referred to an external service for support in relation to any issues which have been identified.</p> <p>Students are also advised to conduct their own research to find suitable services.</p>
<p><b>PERSONAL / SOCIAL ISSUES</b></p>	<p>There are many issues that may affect a student's social or personal life and students have access to the support officer through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. The college will provide basic counselling to students.</p> <p>Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised. Students are advised to conduct their own research to find a suitable counselling service provider for their different requirements.</p>
<p><b>ACCOMMODATION</b></p>	<p>While AAIC does not offer direct accommodation arrangements however, AAIC is able to refer students to appropriate accommodation service providers and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.</p> <p>All students are encouraged to have accommodation organised prior to arrival in Australia however the Student Support Officer can arrange hostel / accommodation services based on student's request.</p>

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## EMERGENCY SERVICES

In case of an emergency please dial '000' for the following services:

- Ambulance
- Country Fire Service
- Metropolitan Fire Service
- Police
- State Emergency Service

This number should only be dialled in an emergency and you require ambulance, police, or fire attendance. For non-urgent police attendance phone 131 444.

## HEALTH SERVICES

Student Administration will always have an up to date list of medical professionals within access from the college location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Adelaide metropolitan public hospitals list is below:

NAME & LOCATION	CONTACT PHONE
Royal Adelaide Hospital	08 7074 0000
Flinders Medical Centre	(08) 8204 5511
The Queen Elizabeth Hospital	(08) 8222 6000
Women's & Children's Hospital	(08) 8161 7000
Lyell McEwin Hospital	(08) 8182 9000

Australian Adelaide  
International College

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<p><b>LEGAL SERVICES</b></p>	<p>AAIC is able to provide advice and guidance on a limited range of situations but do not provide any legal advice. Where the Student Support Officer feels it is appropriate for students to gain professional legal advice they will refer students to an appropriate legal professional. Student can contact legal aid</p> <table border="1" data-bbox="488 401 1409 741"> <thead> <tr> <th data-bbox="493 401 721 541">REFERRAL SERVICES AVAILABLE</th> <th data-bbox="721 401 1092 541">NAME &amp; LOCATION</th> <th data-bbox="1092 401 1409 541">CONTACT</th> </tr> </thead> <tbody> <tr> <td data-bbox="493 541 721 741">Legal Services Commission of South Australia</td> <td data-bbox="721 541 1092 741">159 Gawler Place, Adelaide SA 5000</td> <td data-bbox="1092 541 1409 741">1300 366 424 <a href="http://www.lsc.sa.gov.au/">http://www.lsc.sa.gov.au/</a></td> </tr> </tbody> </table>	REFERRAL SERVICES AVAILABLE	NAME & LOCATION	CONTACT	Legal Services Commission of South Australia	159 Gawler Place, Adelaide SA 5000	1300 366 424 <a href="http://www.lsc.sa.gov.au/">http://www.lsc.sa.gov.au/</a>
REFERRAL SERVICES AVAILABLE	NAME & LOCATION	CONTACT					
Legal Services Commission of South Australia	159 Gawler Place, Adelaide SA 5000	1300 366 424 <a href="http://www.lsc.sa.gov.au/">http://www.lsc.sa.gov.au/</a>					
<p><b>THE FAIR WORK OMBUDSMAN</b></p>	<p>International students, may get a part time or casual job to help pay their living expenses while studying in Australia. All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia’s workplace laws. Further information can be obtained</p> <ul style="list-style-type: none"> <li>○ by calling 13 13 94. open 8am - 5.30pm Monday to Friday (except for public holidays).</li> <li>○ by visiting : <a href="https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants">https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants</a></li> </ul>						
<p><b>BEING SAFE</b></p>	<p>AAIC shall take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety. AAIC shall provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents. AAIC shall provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia. Information will be provided using following sources:</p> <ul style="list-style-type: none"> <li>• <a href="https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal">https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal</a></li> <li>• <a href="https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety">https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety</a></li> </ul>						

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**THE OVERSEAS STUDENTS OMBUDSMAN**

The Overseas STUDENTS Ombudsman is a specialist role of the Commonwealth Ombudsman. The Commonwealth Ombudsman:

- can investigate complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- publishes reports on problems and broader issues in international education that we identify through investigations.

Further information and help can be obtained by calling 1300 362 072 9:00am to 5:00pm Monday to Friday, Australian Eastern Daylight Time or Visiting : <http://www.ombudsman.gov.au/about/overseas-students>

**ORIENTATION PROGRAM**

- AAIC shall assist its students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:
  - student support services available to students in the transition to life and study in a new environment
  - legal services emergency and health services
  - facilities and resources
  - complaints and appeals processes, and
  - any student visa condition relating to course progress and/or attendance as appropriate.
  - AAIC's facilities and resources
  - requirements for course attendance and progress, as appropriate
  - Complying to Visa Conditions and Work rights and the Fair Work Ombudsman

AAIC shall conduct an orientation program as described below..

**ORIENTATION PROGRAM OUTLINE**

**Welcome and Staff Introductions**

Welcome newly enrolled students and introduce staff.

**Evacuation Procedure**

- Evacuation Procedures Explained and Demonstrated
- Emergency Exits
- Designated First Aid Person
- Designated Fire Warden
- Location/access to First Aid Kit
- Emergency Contact Details

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	<p><b>About Australia &amp; Adelaide</b></p>	<p>AUSTRALIA</p> <ul style="list-style-type: none"> <li>• Culture and facts about</li> </ul> <p>LIVE in Adelaide</p> <ul style="list-style-type: none"> <li>• Student Housing</li> <li>• Student Events</li> <li>• Transport</li> <li>• Money and banking</li> <li>• Tours and Travel</li> <li>• Family Life</li> </ul> <p>WORK in Adelaide</p> <ul style="list-style-type: none"> <li>• Working in Adelaide</li> <li>• Finding Part-Time Work</li> </ul>
	<p><b>About AAIC</b></p>	<ul style="list-style-type: none"> <li>• History</li> <li>• Association &amp; Community Engagement</li> <li>• Organisation Chart</li> <li>• Facilities &amp; Resources</li> </ul>
	<p><b>Being Safe</b></p>	<p>common sense and best practices to remain safe and healthy, while handling emergencies, personal and home safety, or natural elements such as sun, water, and fire.</p>
	<p><b>Student Support Services</b></p>	<p>Introduce all student support services available to students at AAIC around</p> <ul style="list-style-type: none"> <li>• transition to life and study in Australia,</li> <li>• English language and study assistance programs</li> <li>• general or personal circumstances that are adversely affecting their education in Australia</li> </ul> <p><b>Language Literacy and Numeracy</b> learning challenges.</p>
	<p><b>Student Administration Department Services</b></p>	<p><b>Student Records Advice &amp; Access</b> Briefly describe the procedures for notifying students of their assessment results and the way in which a student may access their own student records on file at AAIC</p>

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	<b>Course Timetable &amp; Course structure</b>	How AAIC delivers its course... define: hours, delivery methods, resource requirements, training locations.
<b>USI</b>	What is USI and its benefits and how to create USI	
<b>Emergency and Health services</b>	<ul style="list-style-type: none"> <li>• How to access emergency and health services including booking a doctor's appointment?</li> <li>• Explaining their OSHC cover and how to make a claim</li> </ul>	
<b>Legal</b>	<ul style="list-style-type: none"> <li>• Briefly describe relevant legislation and the student's related rights and responsibilities and the student's procedure to access these legislations.</li> <li>• Rules while on road</li> <li>• Fines &amp; Penalties</li> <li>• Insurance</li> </ul>	
<b>The Overseas Students Ombudsman</b>	Briefly describe their rights as a student and role of The Overseas Students Ombudsman	
<b>Student Visa obligations</b>	Students will be briefed on their obligations to meet their student visa requirements.	
<b>the Fair Work Ombudsman</b>	Briefly describe their work rights and role of Fair Work Ombudsman	
<b>AAIC Policies and procedures</b>	<p>Introduce AAIC Student Handbook &amp; explain all AAIC policies and procedures related to students including</p> <ul style="list-style-type: none"> <li>• Academic Progress Policy</li> <li>• Attendance Policy</li> <li>• Assessment Policy</li> <li>• Plagiarism Policy</li> <li>• Deferring, Suspension and Cancelling Policy</li> <li>• Student Code of Conduct Policy</li> <li>• Complaints and Grievance Policy</li> <li>• Fees Policy</li> </ul>	

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		<ul style="list-style-type: none"> <li>RPL Policy</li> </ul>
	<b>Codes of Conduct</b>	Briefly describe conduct boundaries and rules of enrolment at AAIC.
	<b>Q&amp;A Session</b>	

## 7.6 AAIC P18 ACCESS AND EQUITY POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	<p>In line with obligations under South Australian and Commonwealth legislation, Australian Adelaide International College is committed to promote a fair and equitable environment for staff and clients that is free from discrimination, harassment, and vilification.</p> <p>AAIC is committed to providing equal opportunity and promoting inclusive practices and processes and integrating the principles of access and equity in its policies and procedures.</p> <p>This policy states how AAIC will provide inclusive education services and a learning environment that is free from discrimination, harassment and victimisation.</p> <p>This policy relates to the provision of all education and support services by AAIC to students. In addition, all staff and contractors employed or engaged by AAIC are obliged to comply with this policy.</p>
<b>PURPOSE:</b>	AAIC Management and staff provide assistance to all clients to identify and achieve their desired learning outcomes. AAIC is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.
<b>SCOPE</b>	This Policy & Procedure will ensure that all staff and students are treated in a fair manner.

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## POLICY GUIDELINES

### PROCEDURE

AAIC staff will adhere to the principles and practices of equity in education and training.

Australian Adelaide International College acknowledges its legal obligations under State and Federal equal opportunity laws that include:

- The Racial and Religious Tolerance Act 2001 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Equal Opportunity Act 1984 (SA)
- The Privacy Act 2000(Cth)

This policy will be driven by AAIC code of practice which says “AAIC Management and staff provide assistance to all clients to identify and achieve their desired outcomes. AAIC is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.”

All AAIC staff in following AAIC access and equity procedures must follow the principles of fairness and flexibility in workplace Assessment. Access and equity training and assessment adjustments (reasonable adjustment) must be reported in management meeting. Training and employment services shall be available to all clients regardless of ethnicity, gender, age, and marital status, and sexual orientation, physical or intellectual impairment. Special client needs will be identified through initial contact with reception staff, receipt of application materials, and orientation events prior to the commencement of training and or assessment.

The access and equity policy of AAIC shall be available & applicable to all AAIC Students & Staff. The access and equity policy of AAIC shall be explained within the staff induction procedure during staff orientation program & in Student Orientation Program as a part of Student Support Services Policy.

The access and equity policy of AAIC shall be available to staff & students through the Staff Handbook & Student Handbook respectively.

Sexual harassment is illegal, and will not be permitted in the workplace, or in the training environment. The RTO will treat every client fairly and without discrimination. Grievance procedures are in place to ensure that any concerns are dealt with immediately and appropriately. (Refer to the Complaints, Grievances and Appeals Policy & Procedure).

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The following principles are applied by AAIC in the development and implementation of all learning and assessment strategies.

1. To ensure that the student recruitment and admission process is bias-free and non-discriminatory, AAIC:
  - uses the same recruitment and admission process for all applicants
  - bases admission to courses and programs solely on availability of places and the applicant satisfying course entry requirements
  - provides applicants with adequate information and support to enable them to select the most suitable program for their needs.
2. To ensure that the learning environment is free from harassment, discrimination and victimisation, AAIC:
  - To ensure that all curriculum developed by AAIC are inclusive of a range of student needs, AAIC:
  - considers issues relating to access and equity when specifying course entry requirements and prerequisites
  - offers flexible course design that provides multiple entry and exit points or pathways through the course, including credit transfer and recognition of prior learning
  - takes into account the requirements of students with a disability when designing courses
  - provides inclusive and non-discriminatory learning materials
  - in the case of vocational courses, language, literacy and numeracy requirements are consistent with the vocational level of the qualification
  - Provides students without online access with information through other media according to needs.

AAIC provides an assessment process that is fair, valid, reliable and consistent through:

- recognition of previously acquired skills and knowledge
- adequate information on course and subject assessment, prior to enrolment in the course
- adapting assessment to meet student needs while still maintaining a high quality, valid and consistent process (see reasonable adjustment below)
- giving students the right to appeal an assessment or recognition decision
- giving all students an equal opportunity to demonstrate competence.

Reasonable adjustment is provided to those with a disability or special need according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

Reasonable adjustment may include but is not restricted to:

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- the use of adaptive/assistive technology (equipment and software designed for use by people with a disability)
- educational support
- alternative assessment methods
- learning and assessment aids such as papers in large print or the use of scribes or interpreters
- extra time to complete a course or assessment.

Learning support is facilitated for those with basic literacy, numeracy or English language difficulties or other identified areas of learning difficulty. Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or believes that their performance in an assessment event has been affected by the incident.

AAIC's premises provide appropriate access to those with a physical disability. Where AAIC provides training and assessment at other venues, AAIC will ensure to the best of its ability that venues are accessible to people with a disability. Complaints and appeals are addressed in a fair and equitable manner. Individuals who believe they have been treated unfairly are encouraged to use AAIC's student Complaints, Grievances and Appeals procedures. AAIC will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures. Students also have the right to appeal against any decisions as set out in the complaints and appeals procedure.

AAIC CODE OF PRACTICE	<b>TRAINING AND ASSESSMENT SERVICES</b>	AAIC management and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.
	<b>ISSUANCE OF QUALIFICATIONS</b>	AAIC will promptly provide copies of all qualification and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of achievements and statements of attainment.
	<b>FINANCIAL MANAGEMENT</b>	AAIC applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the student handbook)
	<b>RECORDS AND INFORMATION MANAGEMENT</b>	AAIC is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by AAIC will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.

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	<b>ACCESS AND EQUITY</b>	AAIC Management and staff provide assistance to all clients to identify and achieve their desired outcomes. AAIC is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
	<b>RPL (RECOGNITION OF PRIOR LEARNING)</b>	AAIC management and staff are committed to supporting The RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
	<b>STAKEHOLDER FEEDBACK</b>	AAIC is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
	<b>PROVISION OF INFORMATION</b>	Clear and accurate advice is provided to all enrolling students at AAIC. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
	<b>LEGISLATIVE COMPLIANCE</b>	AAIC Management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.
	<b>MARKETING ACCURACY</b>	AAIC Management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.
	<b>COMPLAINTS AND APPEALS</b>	The complaints and appeals policy of AAIC shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the weekly management meeting and corrective solution forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

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## 7.7 AAIC P19 RECORDS MANAGEMENT POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	AAIC is committed to implementing best practices in its records management practice and systems. The AAIC Student Admin Manager will maintain all student records on AAIC's AVETMISS compatible student records management database. (VETTRAK).
<b>PURPOSE:</b>	AAIC recognises its obligation to maintaining the records of delivery of training and assessment services to its clients. The maintenance of a well-structured records retention system supports the continuous improvement of our operation and provides a basis for compliance with legal and quality assurance requirements. AAIC is committed ensure that the record's accuracy and integrity is upheld at all times.
<b>SCOPE</b>	All students and staff
POLICY GUIDELINES	
<b>DEFINITION OF THE RECORDS</b>	<p>For the purposes of this Policy and Procedure, Records include:</p> <p><b>Student Academic results.</b> This includes what units of competence (including codes) and the result the participant achieved. This may include if the participant withdrew, was assessed as competent or not-yet-competent, was recognised as competent through an RPL process or was issued credit for current competency held.</p> <p><b>Qualifications / Statements of Attainment.</b> Qualifications and Statements of Attainment are documents to recognise the outcomes of assessment. Qualifications and Statements of Attainment are formatted and prepared in accordance with the Australian Qualifications Framework (AQF). These are currently issued via VETTRAK.</p> <p><b>Student Assessment Work.</b> Student Work refer to the completed &amp; assessed student work which may be a combination of reports, assignment, presentations, templates, questionnaires, observation checklists, summary sheets, RPL tools, or records of feedback from assessors to participants. Assessment resources include all those items which substantiate the assessment decision made by an assessor.</p> <p><b>Assessment tools.</b> Assessment tools refer to the various Facilitator &amp; Assessor Guides, templates, checklists and assessment methods that AAIC uses over the term of its operations. This specifically refers to the retention of the versions (which are saved on</p>

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AAIC server) of tools used. The aim of retaining a revision record of versions used over time is to allow an appropriate record for future review by internal & external bodies.

**Administrative records.** Administrative records are those documents which are used to facilitate the participant’s administration during their enrolment. Examples of administrative records are attendance records, results, enrolment forms, enrolment agreements, requests for refund, request for release letters and their outcomes, fees payment details, Complaints and appeals and their outcome records and reporting related records etc.

**Student Details.** The student details include personal details like date of birth, nationality, past education etc. Currently each participant’s details are entered into VETTRAK at the time of enrolment as AVETMISS requirements.

**Student Enrolment file.** The student enrolment file is the file where all students’ personal details, education history, and administrative records are retained in hard copy.

**RTO management records.** RTO management records are those files which assist management and staff to coordinate RTO services. These may include policies and procedures, data registers, enrolment registers, academic records, attendance records, financial records and records of grievances and appeals.

**Staff records.** Each staff member has a file which includes a copy of their resume, qualifications and Trainer Matrix, a copy of their job description & Professional Development Activity Register, signed copy of the annual performance review and any other documentation relating to a staff member’s employment with the organisation.

**RECORDS  
MANAGEMENT  
RESPONSIBILITY**

All staff employed by AAIC is required to comply themselves to the following written procedures and safeguard confidential and personal information (under guidelines of Privacy and Protection of Personal Information Act 1998 and AAIC Privacy Policy) to ensure the integrity & accuracy of records: AAIC is committed to maintain a good practice of records retention, archiving & destruction.

**CEO / Campus Manager**

The CEO has the ultimate responsibility for the management of corporate and RTO administration including student records management. It is the responsibility of CEO to ensure that AAIC meets the requirements of the AAIC Record Management Policy, Privacy Policy, Continuous Improvement Policy, Document Version Control Policy and relevant legislations.

CEO along with Campus Manager shall conduct quarterly review of AAIC records management practices along with administrative & academic staff & work with them towards continuous improvement to accurately manage records.

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It is the responsibility of the CEO/Campus Manager to ensure that:

- stakeholders are aware and comply with this policy
- stakeholders are provided with appropriate and complete information in relation to records management and as a minimum as part of the induction process
- all persons tasked with any or all components of the record management system are provided with clear direction in the form of work instructions to ensure the correct and consistent recording and management of information
- the Quality Assurance & Continuous Improvement process is operational at all times including that all stakeholders are aware of and encouraged to provide feedback in monthly meeting or at any time they find it appropriate.
- records management complies with legislative requirements such as;
  - Archives Act 1983
  - Electronic Transactions Act 1999
  - Financial Management and Accountability Act 1997
  - Freedom of Information Act 1982
  - Privacy Act 1988
  - Australian Information Commissioner Act 2010

#### **Student Administration Manager**

It is Student Administration Manager's responsibility for completely and accurately

- transfer relevant information/records to the VETTRAK system in a timely manner
- file hardcopy information/records safely and securely
- retain student file & administrative files in safe & secure location in accordance with storage procedure mentioned above.

#### **Trainer/Assessor(s)**

It is the responsibility of the Trainer/Assessor(s) to:

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	<ul style="list-style-type: none"> <li>• ensure that all student related and other required information and records are completed via the appropriate forms accurately, completely and in a timely manner;</li> <li>• report/feedback to the Campus Manager on any issues or concerns in relation to process or standard documentation relating to records and information collection;</li> <li>• store completed Student Assessment Work submitted by students in hard copy and/or electronic form.</li> </ul>
<p><b>ACCESS OF RECORDS</b></p>	<ul style="list-style-type: none"> <li>• Only designated AAIC staff shall have access to student records.</li> <li>• Upon request and sufficient notice AAIC administrative staff shall provide a student with access to their personal records &amp; academic progress information. This request shall be finalized within 3 working days.</li> <li>• Upon receipt of written consent by a student only, AAIC staff will provide a third party with student's personal details/records.</li> <li>• Access to student records may be provided where the Standards for Registered Training Organisations or an officer of the law require AAIC to do so.</li> </ul>
<p><b>STORAGE OF RECORDS</b></p>	<p>To ensure records are maintained in a safe and suitable condition, the following is to apply:</p> <ul style="list-style-type: none"> <li>• Records must be kept securely to prevent them being accessed by any non-authorised personnel.</li> <li>• Records shall be stored in an easily retrievable manner &amp; safe from natural &amp; manmade hazards.</li> <li>• Records shall be kept confidential to safeguard information and to protect the privacy of participants and AAIC.</li> <li>• Filing cabinet or lock room shall be used for storing records available in hardcopy. A password-restricted server/directories with access limited to a 'need basis' will be used for electronic data.</li> <li>• Upon enrolment each student's personal details shall be entered into the AAIC student database VETTRAK.</li> </ul>

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	<ul style="list-style-type: none"> <li>• VETTRAK will be used to store student results, Qualifications / Statements of Attainment as well as Student personal details.</li> <li>• Student personal details and records shall be maintained in a current and up to date condition. Student personal details like address, contact details, etc. will be updated upon receipt of student's request.</li> <li>• Student records are backed up and maintained electronically on the AAIC server on daily basis.</li> </ul>
<b>ARCHIVING PROCEDURE</b>	<p>In order to ensure the safety, ease of management and retrieve, AAIC's records will be archived regularly. The following procedure is to be followed by all AAIC staff when archiving participant records:</p> <ul style="list-style-type: none"> <li>• Where files require archiving, they will be adequately protected, boxed and recorded and approved by CEO, prior to being removed from AAIC premises.</li> </ul>
<b>RETENTION</b>	<p><b>The following time periods shall apply to the retention of participant records at AAIC after which records may be destroyed</b></p> <ul style="list-style-type: none"> <li>• Designated AAIC staff shall ensure that all student records are maintained in an accurate manner providing for the safekeeping of all students' units of competency and qualification records for a term no less than <b>30 years</b>.</li> <li>• AAIC shall securely retain the student assessment items for all students for a period of six months from the date on which the judgment of competence for the student was made or for the duration of the student's enrolment as per ASQA guidelines.</li> <li>• After the retention period has elapsed, the hard copy of the records if any may be shredded to safe guard the privacy of AAIC &amp; participant as well as integrity of records.</li> </ul>
<b>EXTERNAL REPORTING RECORDS MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• AAIC staff shall comply with all 'external reporting responsibilities' at the required date to do so. (i.e. AVETMISS and Quality Indicator Reporting) including returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis (as determined by the Australian Skills Quality Authority)</li> <li>• Documentation that provides evidence of appropriate finance and AVETMISS compliant VET student records management systems. On cessation of services and the discontinuation of its business the CEO shall ensure that all</li> </ul>

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	student records are made available to the National VET Regulator on timely basis.
<b>PROCEDURE TO ENSURE ACCURACY &amp; INTEGRITY OF RECORDS</b>	A quarterly Records Management review (in line with financial quarter) will be conducted using AAIC F81 Record Management Checklist, to ensure AAIC manages records with integrity & accuracy. This will encourage staff to provide feedback on how the record keeping system is working and how it could be improved. By doing this, AAIC shall gain valuable feedback that will ensure continuous improvement to AAIC's records management systems.

## 7.8 AAIC P20 COMPLAINTS, GRIEVANCES AND APPEALS POLICY

POLICY STATEMENT	
<b>DECLARATION</b>	AAIC shall resolve all the complaints, grievance & appeals in fair, equitable & timely manner as per its Complaint & Appeals policy which are in line with RTO Standards 2015 & National Code 2018.
<b>PURPOSE:</b>	This policy/procedure is formulated to ensure AAIC meets 'National Code Standard 10 – Complaints and Appeals' & RTO 2015 Standard 6: Fair Complaint handling which will provide appropriate mechanisms to ensure complaints and appeals are addressed efficiently and effectively.
<b>SCOPE</b>	This Policy applies to complaints about AAIC's operation, its third parties, staff or other learner about experience at the College. The procedure covers but is not limited to Grievances or complaints and appeals which relate to decisions and actions associated with it.
<b>POLICY GUIDELINES</b>	<p>AAIC recognizes that both internal and external complaint and appeals policy/process play a vital role in ensuring that grievances are appropriately heard and addressed for both the student and staff at AAIC.</p> <p>In order to meet this, AAIC shall implement a transparent complaints and appeals policy that enables learners and clients to be informed of and to understand their rights and the AAIC responsibilities under the Standards.</p> <p>These processes shall enable them to firstly seek assistance using AAIC internal processes, and then, if needed, through an independent, external person or body.</p> <p>The complaints and appeals requirements stipulated in Standard 10 may be satisfied by the processes established by AAIC to satisfy other regulatory requirements.</p>

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The College endeavours to foster positive relationships within its supportive learning community.

- Complaints and appeals shall be dealt with in a timely, equitable, fair and consistent manner following the principles of natural justice.
- Where AAIC considers more than 60 calendar days are required to process and finalise the matter, it will inform the complainant or appellant in writing, including reasons why more than 60 days are required and AAIC shall also regularly update the complainant or appellant on the progress of matter.
- Parties to complaints shall not be victimised or discriminated against.
- Confidentiality shall be respected unless the release of information is authorised by law. While handling complaint, grievance & appeals process AAIC shall follow the principles of Access & Equity & Privacy policy.
- All parties have a right to be represented by a support person at any stage of the complaint procedure.
- There shall be no reprisals or disadvantage arising as a result of a student making a complaint in good faith.
- There is no cost for the Internal Complaints and Appeals process
- A student may nominate a support person during the complaints and appeals process.
- A student's enrolment shall be maintained during the complaints and appeals procedure.
- A written statement of outcomes shall be provided to students.
- Records shall be securely maintained of all complaints, appeals and associated outcomes.
- Issues identified in the complaints and appeals procedure shall be followed through for improvement and action.

Nothing in the College's Complaints and Appeals policy negates the right of any overseas student to pursue other legal remedies in accordance with the ESOS Act 2000 and Australian Consumer Law if the Australian Consumer Law applies.

This Policy applies to any aspect of a student's experience at the College. The procedure covers but is not limited to academic and administrative complaints and appeals which relate to decisions and actions associated with assessment.

**NATURE OF COMPLAINT OR APPEAL**

If the incident relates to any of the following, it may be treated as complaint

**Academic** complaints may include:

- Assessment and or examinations
- Student discipline decisions
- Recognition of prior learning decisions
- Class timetabling decisions
- Course progress decisions
- Assessment Decisions or Competency Outcome
- Issues relating to authorship or intellectual property
- Reported breaches of academic performance or attendance requirements
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment

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	<p><b>Administrative</b> complaints may include:</p> <ul style="list-style-type: none"> <li>• Payment of fees and charges</li> <li>• Selection, enrolment, suspension and cancellation of enrolment decisions</li> <li>• Course transfer</li> <li>• Transfer to other providers</li> <li>• Time limits for completion/modification</li> <li>• Privacy</li> </ul> <p><b>General</b> complaints may include:</p> <ul style="list-style-type: none"> <li>• Conduct of trainers/assessors and other staff or a student of AAIC</li> <li>• Interaction with AAIC’s trainers, assessors, other staff or third party providing services on AAIC’s behalf.</li> </ul>
<p>NATURE OF GRIEVANCES</p>	<p>If the incident relates to any of the following, it may have treated as grievance. Unfair treatment, discrimination, harassment, Victimisation, Vexation, vilification and/or bullying.</p>
<p>1.0 PROCEDURAL GUIDELINES</p>	<p>Despite of all the efforts of the college to provide satisfactory services to its Students/potential students and staff, complaints, appeals or grievances may occasionally arise that may require formal resolution. The following procedures provide learners and staff, an opportunity to have complaints, appeals or grievances resolved and resolutions reached.</p> <p>Learners and staff who has lodged, or is considering lodging, a grievance, complaint or appeals shall be referred to as Complainant or appellant in this policy document. Complaints &amp; Grievances shall be addressed as complaints for the sake of this policy document.</p> <p>Nothing in the College’s Complaints, Grievance and Appeals Policy negates the right of any Students/potential students and staff, to pursue other legal remedies as per the federal or state law. As well as student’s enrolment should not be impacted while the complaints and appeals procedure is not complete and decision is made.</p>
<p><b>STAGE 1: INFORMAL COMPLAINT &amp; GRIEVANCES RESOLUTION (INTERNAL INFORMAL PROCESS)</b></p>	<p>In the first instance, learners and staff are encouraged, wherever possible, to discuss and resolve concerns or difficulties directly with the person(s) concerned. There are Student Support Officer, Student Administration Manager, Campus Manager, Course Coordinators, Trainer/Assessors &amp; CEO, available to assist complainant to resolve their issues at this informal level.</p> <p>Prior to lodging a formal grievance or complaint, complainant may discuss their concerns with the appropriate staff that may facilitate a resolution to the grievance or complaint at the informal stage.</p> <p>Complainant/s are encouraged to initiate the informal complaint process within reasonable time by approaching Student Support Officer. The Student Support Officer or relevant staff shall take appropriate action to resolve the matter. This informal complaint resolution process must be completed within a reasonable time to the satisfaction of parties involved.</p> <p>Complainant shall be advised of the outcome by student support officer or CEO within a reasonable time frame. The College shall rectify any substantiated complaints.</p>

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	<p>If the complaint remains unresolved or complainant is dissatisfied with outcome of this informal process, complainant can activate <b>Stage 2: Formal Complaint Resolution</b>.</p> <p>Nothing in the College’s Complaints, Grievance and Appeals Policy negates the right of a complainant, to skip <i>AAIC Internal Informal Process</i> and directly pursue <i>AAIC Internal Formal Process</i>.</p>
<p><b>STAGE 2: FORMAL COMPLAINT RESOLUTION (INTERNAL FORMAL PROCESS)</b></p>	<ul style="list-style-type: none"> <li>• A Complainant can lodge a formal complaint by completing the <b>Complaints, Grievances and Appeals form</b>, and submitting to the Student Admin Manager within 10 business days of occurrence of incident or completion of informal Complaint &amp; Grievances process.</li> <li>• All complaints should be submitted to AAIC Student Administration Manager. It is their responsibility to deal with the formal complaint in the first instance.</li> <li>• Complaints must include following details: <ul style="list-style-type: none"> <li>Submission date of complaint</li> <li>Name of complainant</li> <li>Nature of complaint</li> <li>Date of the event which lead to the complaint</li> <li>Attachments (if applicable)</li> </ul> </li> <li>• Once a complaint has been received it is to be filed and lodged in the ‘Complaints and Appeals register’ the Student Administration Manager shall notify the College panel/Chief Executive Officer of the complaint and provide any further documentation related to the matter.</li> <li>• The information to be contained and updated within the register is as follows: <ul style="list-style-type: none"> <li>Submission date of complaint</li> <li>Name of complainant;</li> <li>Description of complaint / appeal</li> <li>Determined Resolution; and</li> <li>Date of Resolution</li> </ul> </li> <li>• Complaints shall be acknowledged within 5 business days of receipt and a date to discuss a possible resolution shall be set, within 10 business days. The College Panel/Chief Executive Officer shall gather all relevant information and give the complainant an opportunity to resolve the matter.</li> <li>• If the internal complaint handling process results in a decision that supports the student, AAIC shall immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome</li> <li>• The College Panel/Chief Executive Officer will identify the causes of complaint and appeal and ensure that appropriate corrective action is taken to eliminate or mitigate the likelihood of reoccurrence.</li> <li>• A formal record shall be kept of all actions taken and the complainant shall be notified of the outcome and the reasons for the decision, in writing, within 15 business days from the receipt of the complaint.</li> <li>• A complainant wishing to withdraw a complaint after lodgement must put this in writing to the CEO via the Student Administration Manager.</li> </ul>

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**STAGE 3:  
INTERNAL APPEAL**

All complainants have the right to appeal the decisions made by the college where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by the College may include:

- Assessments conducted
- Reported breaches of academic performance or attendance requirements
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion that is made after a complaint or grievance has been dealt with by the college in the first instance.
- To activate the appeals, process the student is to complete a **Complaints, Grievances and Appeals form** which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administration Manager
- The complainant shall submit the appeal in writing within 20 business days of receiving the written notification of the outcome from Stage 2 Formal Complaint Resolution.
- Applications shall be acknowledged within 5 business days of receipt by Student Administration Manager
- The Student Administration Manager shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals shall begin within 10 business days of the appeal being lodged.
- A decision shall be made regarding the appeal & student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- If the internal appeal process results in a decision that supports the student, AAIC shall immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome
- Where an appeal has been lodged it shall be defined into one of the following categories and the appropriate procedures followed.

**Grievances appeals**

- The appeal shall be lodged through student administration department and the Student Administration Manger shall ensure the details of the appeal are added to the 'complaints and appeals register'.
- The Chief Executive Officer shall be notified and be provided with all the details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The appellant shall be notified in writing of the outcome and the 'complaints and appeals register' updated.

**Assessment appeals**

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may

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decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why competency was or was not granted.

- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a complaint and appeal form outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'complaints and appeals register'.
- The Chief Executive Officer shall be notified and be provided with all the details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by the college.
- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- Please note that AAIC management shall accept appeals against an assessment decision for period of no longer than 1 month following the assessment event

#### **Appealing decisions to report breach of academic or attendance requirements**

- Where a student wishes to appeal the decision of the college to notify Department of Home Affairs of a breach of academic or attendance requirements the student shall lodge, in writing, using a complaint and appeal form outlining the details of their appeal. The student should have extenuating circumstances as to why they have breached their requirements and must be able to provide evidence of these circumstances.

The appeal shall be lodged with student administration manager and the appeal shall be entered into the 'complaints and appeals register'.

- The Chief Executive Officer shall be notified and be provided with all the details regarding the initial documentation of the breach and shall make a decision based on the grounds of the appeal.
- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- Where a student has decided to access the appeals process in relation to a reportable breach, the college shall not report the breach until the appeals process has been undertaken. The college is required to maintain all relevant responsibilities until the breach has been reported to Department of Home Affairs via PRISMS.

#### **Appealing deferrals, suspension or cancellation of enrolment decisions**

- Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, by using a complaints and appeal form outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.
- The appeal shall be lodged with student administration manager and the appeal shall be entered into the 'complaints and appeals register'.

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	<ul style="list-style-type: none"> <li>- The Chief Executive Officer shall be notified and be provided with all details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.</li> <li>- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.</li> <li>- Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, the college shall not update the student's status via PRISMS until the appeals process is completed. The college is required to maintain all relevant responsibilities until the change in enrolment status has been reported to DEPARTMENT OF HOME AFFAIRS via PRISMS.</li> </ul>
<p><b>STAGE 4: EXTERNAL APPEAL</b></p>	<ul style="list-style-type: none"> <li>• If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, AAIC must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost.</li> <li>• Where this is the case, AAIC shall give the overseas student the contact details of the Overseas Student Ombudsman, a complaints handling and external appeals body.</li> <li>• The decision of this independent mediator is final and any further action the student wishes to take is outside the college's policies and procedures.</li> <li>• If the external complaint handling or appeal process results in a decision that supports the student, AAIC shall immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome</li> <li>• A student's enrolment shall be maintained during the complaints and appeals procedure.</li> </ul> <p>Students can contact the following department for external appeals:</p> <p><b>The Overseas Students Ombudsman (OSO)</b></p> <p>Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.</p> <p>Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)</p> <p><a href="https://www.ombudsman.gov.au/How-we-can-help/overseas-students">https://www.ombudsman.gov.au/How-we-can-help/overseas-students</a></p>
<p><b>4. RECORD KEEPING</b></p>	<p>AAIC shall</p> <ul style="list-style-type: none"> <li>• Maintain a Complaint and Appeals register</li> <li>• Record the details of any complaint, grievance or appeal in the register</li> <li>• Record outcomes and decisions of any complaint, appeal or grievance in the register</li> <li>• Provide records of its complaint and appeal handling procedure at the time of Audit to VET Regulator (if required) or as in line with AAIC Privacy Policy.</li> </ul>

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## 7.9 AAIC P26 PRIVACY POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	Australian Adelaide International College is committed to protect employee and client privacy and confidentiality in line with State and Federal Privacy legislation.
<b>PURPOSE:</b>	<p>This policy focuses on Australian Adelaide International College's commitment to protecting the privacy of its students and staff, and outlines the various ways in which it ensures this protection. It sets out how the College will use personal information that it has obtained from students. This also gives the individual student the right to know what information the College holds about them and establishes a right to amend that information if it is incorrect. For the purpose of this policy personal information is described as follows:</p> <p><u>Personal information</u></p> <p>It is information or an opinion that identifies an individual or allows their identity to be readily identified from such information. It includes but is not limited to information such as a person's name, address, financial information, marital status or billing details.</p>
<b>SCOPE</b>	All staff, Students and stakeholders
POLICY GUIDELINES	
<b>COLLECTION OF PERSONAL INFORMATION</b>	<p><b>Staff</b></p> <ul style="list-style-type: none"> <li>Australian Adelaide International College will collect personal information from staff in order to obtain the information required to meet employment, legal and taxation obligations.</li> <li>Information collected includes general personal details, and may include details of any disability or health issue that may affect the staff staff's ability to meet the requirements of their position.</li> </ul> <p><b>Students</b></p> <ul style="list-style-type: none"> <li>The AAIC is required to collect personal information from students in order to process enrolments and obtain the information required to provide suitable training and assessment services. Where applicable information may also be required to comply with AVETMISS standards as specified by Australian Skills Quality Authority (ASQA).</li> <li>Information collected includes general personal details, and may include details of any disability or health issue that may affect the student's ability to undertake training and/or assessment activities.</li> <li>The AAIC will only collect personal information that is required for the purposes of employment or education, or in meeting government reporting requirements.</li> <li>The AAIC collects all personal information in writing, either on personal details form, or an enrolment form, directly from the person whom the information is</li> </ul>

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	<p>about. (Where applicable information may be collected from the parent or guardian of a student under the age of 18.)</p> <p>Information can only be gathered if it is deemed necessary and students need to be aware of:</p> <ul style="list-style-type: none"> <li>• How to contact the College</li> <li>• How to contact the relevant person</li> <li>• Why the information was gathered?</li> <li>• Who else will have access to the information?</li> </ul> <p>Information will only be taken from a student directly. The questions will be restricted to lawful, fair and not unreasonably intrusive ones. The information gathered can only be used for the purpose for which it was collected.</p>
<p><b>USE AND DISCLOSURE OF PERSONAL INFORMATION</b></p>	<p><b>Staff</b></p> <ul style="list-style-type: none"> <li>• The AAIC uses personal information of its staff for the purposes of meeting employment requirements including payroll, superannuation and taxation. The AAIC will not release any personal information of staff to third parties unless required to do so by Australian Law.</li> </ul> <p><b>Students</b></p> <ul style="list-style-type: none"> <li>• The AAIC uses personal information of its students for the purposes of meeting VET requirements for the awarding of national qualifications, and to comply with reporting requirements where relevant, as specified by Australian Skills Quality Authority (ASQA) / or Department of Home Affairs</li> <li>• Personal information as collected through the enrolment form or through other means will be passed on to ASQA, as per legal data collection requirements. This personal information may also be accessed for the purposes of an audit by ASQA.</li> <li>• Personal information will not be used in any way other than those outlined in this policy, and any other ways that might reasonably be expected.</li> </ul>
<p><b>ACCESS AND CORRECTION TO PERSONAL INFORMATION</b></p>	<ul style="list-style-type: none"> <li>• The College will provide access to information gathered for the correction of information if the student identifies that it is not accurate, complete or current. Students will be granted access to all information collected or disclosed to a third party, i.e.: State or Commonwealth Government.</li> <li>• It is a policy of the AAIC to allow access to personal files at any time to the person to whom those files relate, upon written request.</li> <li>• Staff and students may access their files by submitting their written application to Student Administration.</li> </ul>
<p><b>STORAGE AND SECURITY OF PERSONAL INFORMATION</b></p>	<ul style="list-style-type: none"> <li>• All documents and records generated in relation to the provision of training and assessment services that require traceability and reporting to ensure integrity and quality of provision and management are secured and stored by the College in accordance with NVR Standards requirements and regulations. Records,</li> </ul>

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	<p>including electronic records are held securely against unauthorized access, loss or unauthorized change</p> <ul style="list-style-type: none"> <li>• The College will endeavour to take all reasonable steps to protect personal information from misuse, loss or unauthorized access, modification or disclosure</li> <li>• The AAIC will take all reasonable steps to maintain the privacy and security of personal information.</li> <li>• Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.</li> <li>• Paper-based documents containing personal information are in a locked filing cabinet and held within a secure area within the AAIC premises.</li> <li>• Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.</li> <li>• Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.</li> <li>• Non-active files are archived at a secure location for 30 years</li> </ul>
CONFIDENTIAL INFORMATION	<ul style="list-style-type: none"> <li>• The AAIC will make all reasonable efforts to protect confidential information received from clients or partner organisations during the course of business operations. This information will not be disclosed without the prior consent of the client or partner organisation.</li> </ul>
PRIVACY STATEMENT	<p>A privacy statement is available for all persons in contact with the AAIC to identify the way in which personal information is handled by the AAIC. (Appendix A)</p>
APPENDIX A:	<p><b>AAIC Privacy Statement</b></p> <p>Australian Adelaide International College is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.</p> <p>This statement only applies to our database and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.</p> <p>Where we use the words ‘we’ and ‘us’ in this document, it means Australian Adelaide International College Pty. Ltd.</p> <p><b>Your Personal Information</b></p>

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In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you decline to provide your personal information, Australian Adelaide International College may not be able to:

- provide the product or service you requested, or
- Enter into a business relationship with you.

#### Collection of personal information

Where practicable, we will endeavour to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

#### Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given written consent
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the AAIC business are transferred to new owners

#### Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

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## Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access and regular back up
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose

## Resolving privacy concerns

If you wish to raise a concern about privacy matter, you should contact the Student Administrations Department.



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## 7.10 AAIC P27 NON-PAYMENT OF FEES POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	The AAIC is committed to working within a fair and transparent framework with the charging of fees, for all courses offered by the AAIC. Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if: as per SNRs the registered provider of the course refuses to provide, or continue providing, the course to the student at the location in case the student failed to pay an amount payable to the provider for the course;
<b>SCOPE</b>	Each student agrees to the terms and conditions of the Fees payment requirements & consequences of non-payments by signing the Formal Acceptance of Full Offer (Enrolment Agreement Form).
<b>PURPOSE</b>	The purpose of this policy is to define consequences in case of Non-payment of fees & charges associated with it
PROCEDURAL GUIDELINES	
<b>FEES PAYMENT OVERVIEW</b>	<p>All students are considered to be enrolled when they have paid, by the prescribed date, all fees owed to the AAIC which is provided at the time of enrolment along with enrolment agreement.</p> <p>Students who have made a part payment by the prescribed date or who have been granted an extension of time to pay, will be considered enrolled, but may be subject to certain sanctions pending receipt of full payment.</p>
<b>PAYMENT &amp; EXTENSIONS</b>	<ol style="list-style-type: none"> <li>1. All students must pay their tuition fees by the prescribed date. Students will be provided a copy of their fees account at the time of their enrolment which must be signed by the student and a copy to be kept on student file.</li> <li>2. Students who are unable to pay their tuition fees by the prescribed date must seek an extension for payment from the Student Admin Manager or approved delegate. Failure to pay fees on time may incur late fees of \$100 per week on any outstanding fees.</li> <li>3. The CEO, Student Admin Manager or approved delegate may give an extension for the payment of tuition fees.</li> <li>4. Students who are unable to pay their tuition fees even after the extension may have their enrolment cancelled by the college.</li> </ol>
<b>PROCESS</b>	<ol style="list-style-type: none"> <li>1. The Student Admin Manager will send a first reminder to the student who has not paid his or her tuition fees as per the fees payment plan listed in enrolment agreement. The reminder will contain information regarding the consequences of non-payment, including cancellation of enrolment, suppression of results. The Student Admin</li> </ol>

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	<p>Manager will allow the student 7 days from the date of the reminder letter to pay the outstanding amount.</p> <p>2. The Student Admin Manager will send a second reminder to the student who has not paid his or her tuition fees by the prescribed date in the first notice. The Student Admin Manager will give the student 7 days from the date of the reminder letter to pay the outstanding amount.</p> <p>3. The Student Admin Manager will send a list of all students who have been issued a second notice to the CEO, for permission to cancel enrolment if payment is not received by the 7 days' period.</p> <p>4. The Student Admin Manager will then send a Final Notice to a student who has not paid his or her tuition fees by 7 days from the date of the second reminder letter. The Final Notice will state that as the CEO has approved the student's cancellation of enrolment, the student has 20 working days to access the AAIC's internal complaints and appeals procedure should the student wish to submit an appeal.</p> <p>5. Where a student has not accessed the AAIC's internal complaints and appeals procedure within 20 working days after the Final Notice was issued, and has not paid the tuition fees by the end of that period, the RTO will:</p> <ol style="list-style-type: none"> <li>a. cancel the student enrolment</li> <li>b. Notify DEPARTMENT OF HOME AFFAIRS that the international student is not enrolled and is in breach of his or her student visa;</li> </ol> <p>However, if the student access the AAIC's internal complaints and appeals process in the 20 working day period after the Final Notice was issued, the suspension or cancellation of the student's enrolment under this procedure cannot take effect until the internal/external appeals process is completed.</p>
<p><b>REINSTATEMENT</b></p>	<p>1. A student whose enrolment has been cancelled may apply to the CEO for reinstatement within the current term, if payment is received within two weeks of cancellation of his or her enrolment; this is subject to CEO approval.</p> <p>2. If reinstatement is requested after the two-week period and all reinstatement criteria has been satisfied, reinstatement will take place in the following term only.</p> <p>The College reserves the right to withhold any Certification of qualifications achieved by the student, if student fees remain outstanding. Any information provided by student to College or that the College collects about student can be given to authorized State and Commonwealth Agencies and Tuition Protection Services (TPS) Manager.</p>
<p><b>DEBT COLLECTION AND LEGAL PROCEEDINGS</b></p>	<p>If student's fees account remains outstanding after all the measures to resolve the matter have been exhausted, AAIC may do any or all of the following:</p> <ol style="list-style-type: none"> <li>1. list the student's debt with a credit reporting agency</li> <li>2. refer the debt to a debt collection agency</li> <li>3. Instigate legal proceedings for recovery of the debt.</li> </ol>

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	If the student's debt is referred to a credit reporting agency, a debt collection agency or legal proceedings are instigated, this will incur additional debt collection and or/legal costs and student shall be liable to pay the costs.
<b>COMPLAINTS &amp; APPEALS</b>	A Student has the right to access AAIC's Complaints, Grievances & Appeals policy to get complaints or appeal addressed, regarding decisions made due to non- payment of fees.

## 7.11 AAIC P31 REFUND POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	The AAIC is committed to working within a fair and transparent framework with the charging of fees, providing protection for those fees paid in advance and giving refunds of payments, where appropriate, for all courses offered by the AAIC.
<b>PURPOSE</b>	The purpose of this policy is to make sure that AAIC processes all refund application received in a timely and efficient manner in accordance with ESOS Act wherein provider become liable to refund the fees in case of Provider Default or Student or intending student defaults under either section 47D or 47E of the ESOS Act
<b>SCOPE</b>	Each student agrees to the terms and conditions of the Refund Policy on signing the Formal Acceptance of Full Offer (Enrolment Agreement Form).
PROCEDURAL GUIDELINES	

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**REFUNDS DUE TO NON-DELIVERY OF COURSE BY COLLEGE**

Please note that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start at the agreed starting date which is notified in the Offer Letter
- The course stops being provided by the college after it starts and before it is completed
- The course is not provided fully to the student because the College has a sanction imposed by a Government regulator
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001

Refunds under the above conditions will be paid in full to the student within 14 days.

The College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment.

**REFUNDS BASED UPON STUDENT APPLICATION**

All applications for refund must be made in writing by way of the 'Application for Refund' form and submitted to Student Administration Manager.

Please note: where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.

**REFUND PROCESS**

Requests for refunds must be made in writing in person on the Application for Refund Form, available at Student Administration, setting out reasons for the request. The application must be accompanied by supporting documentation. Application can also be sent to Student Administration Manager, via email to info@aaic.edu.au or post at the following address:

Student Administration Manager  
 Australian Adelaide International College  
 Level 1, 135 Pirie Street, Adelaide, South Australia 5000

Refunds will always be paid in Australian Dollars to the same person or body from whom the payment was received or to the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act. All refunds will be made within reasonable time frame as specified above.

Once the refund is processed the student will be notified in writing of the refund along with the confirmation of payment attached. Applications for refunds are to be processed by Student Administrations within 14 days from the date of application.

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**TABLE OF REFUNDS**

Application Fee (\$250)	Non-refundable
Visa refused prior to course commencement	Full refund
Withdrawal at least 10 weeks prior to agreed start date	Full refund
Withdrawal at least 6 weeks prior to agreed start date	75% refund
Withdrawal at least 4 weeks prior to agreed start date	60% refund
Withdrawal less than 4 weeks prior to agreed start date	No refund
Withdrawal after the agreed start date	No refund (Only under compassionate & compelling reasons approved by CEO)
Visa cancelled due to actions of the student	No refund
Course withdrawn by College	Full refund including enrolment fee
The College is unable to provide the course for which the original offer was made	Full refund
Visa extension is refused	Refund of unused tuition fees
Withdrawal from study - current students	Refund of unused tuition fees paid in advance by the student for the following term/s*

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	<p><b>Please Note:</b> Refunds granted are related to tuition fees paid to the RTO in advance and not related to fees paid such as education agent's fees and Health Insurance.</p> <p>* If the student withdraws from the course after the course starts, the current terms' fees will be forfeited. <i>Notification of Withdrawal from Studies</i> form must be received 2 weeks prior to term commencement by Student Administration</p>
<b>APPEALING REFUND DECISIONS</b>	<p>Should a student wish to appeal a refund decision made by the college, the concerning student has the right to access the AAIC complaints, grievances and appeals policy.</p> <p>This policy does not remove student's right to take further action under Australia's consumer protection laws. The College's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.</p>
<b>FURTHER INFORMATION RELATING TO FEES AND REFUNDS</b>	<p>The College reserves the right to withhold any Certification of qualifications achieved by the student, if student fees remain outstanding.</p>
<b>DISCLAIMER</b>	<p>Any information that you provide to College or that the College collects about you can be given to authorized State and Commonwealth Agencies and Tuition Protection Scheme (TPS) Director</p>

## 7.12 AAIC P35 TRANSFER OF STUDENTS BETWEEN PROVIDERS POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	<p>This policy/procedure supports 'Standard 7 – Transfer between registered providers' of the 'National Code of Practice for Registration Authorities &amp; Providers of Education &amp; Training to Overseas Students 2007'. AAIC is committed to ensure that it will not enrol any student in its training programs until the student has completed the six months of its primary course.</p>
<b>PURPOSE:</b>	<p>The policy is to ensure that it does not enrol any transferring international student prior to the six (6) months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.</p>
<b>SCOPE</b>	<p>This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.</p>

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The following procedures have been separated into 'Incoming students' and 'Outgoing students'

## POLICY GUIDELINES

### INCOMING STUDENTS

- The following procedure is relevant to any student who applies for a course within the AAIC and is currently studying on-shore with another registered provider.
- For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (to look up PRISMS). Once this information is obtained the following steps are taken:
  - i. They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
  - ii. If they have completed more than 6 months of their principle course of study, the application process proceeds as for all off-shore students.
  - iii. Where a student has NOT completed 6 months of their principle course of study, they are asked to provide an appropriate letter of release in support of their application.
  - iv. To support the application, they can be provided with a 'Conditional' Letter of Offer which clearly states that an offer of a place is contingent on their obtaining a letter of release.
  - v. Note, if they are in receipt of a Government scholarship, they should provide written support from this government agreeing to the change which will stand in lieu of any letter of release. (AAIC does not enrol any students who are under 18 years of age).
  - vi. If such a letter of release is received and the student has no outstanding fees to be paid to the previous institution or other outstanding matters of concern, the application proceeds as for all off-shore applicants.
  - vii. If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when they have completed 6-month period of their principal course.
  - viii. Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

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## OUTGOING STUDENTS

- i. The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.
- ii. Students make a written request to Student Administration Manager to transfer to another provider.
- iii. Release request shall be acknowledged within 3 days of receipt from the student.
- iv. In assessing the application for transfer, the Administration Manager will ensure that the student has met the following criteria in order to be granted a release letter:
  - The student has provided a valid 'offer of enrolment' from the new provider authenticating the transfer and
  - The student provided grounds for requesting a release from their current course of study.
  - Student has attended an interview with CEO or Campus Manager to explain the reason for the transfer.
- v. AAIC will grant release under the following circumstances:
  - AAIC, or the course in which the overseas student is enrolled, has ceased to be registered
  - AAIC has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
  - Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.
  - If providing transfer is in students best interest e.g. pursuing higher education.
  - Another circumstance where a transfer should be granted is where there is evidence of compassionate or compelling circumstances.
    1. Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:
      2. serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
      3. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
      4. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
      5. a traumatic experience, which could include:
        - a. involvement in, or witnessing of a serious accident; or
        - b. witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

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- c. Where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
6. These are only some examples of what may be considered compassionate or compelling circumstances. AAIC will use professional judgement to assess each case on its individual merits.

- vi. Once the above points have been addressed by the Administration Manager, a 'Letter of Release' will be granted at no cost to the student.
- vii. The student will also be advised to contact Department of Home Affairs to seek advice on whether a new student visa is required.
- viii. The Administration Manager must report the student's termination of studies via PRISMS and record the date of effect and reason for release in PRISMS.
- ix. Any refunds requests during this process will be governed by the AAIC P-31 Refund Policy.
- x. In accordance with ESOS National Code 2018, Standard 7: Overseas student transfers, AAIC will not approve the request for a release letter where there are reasonable grounds for refusal, including (but not limited to):

- Student has simply 'changed their mind'
- Student expresses difficulty with course progress or seeks release letter due to personal problems but has not sought assistance from the Trainer/Assessor or Student Support Officer.
- The student does not have a valid enrolment offer from a CRICOS registered provider;
- The course for which the student is intending to enrol in with the other provider, is similar to or the same as the course in which the student is currently enrolled at AAIC.
- where the transfer is considered detrimental to the student's personal and/or academic welfare, including where the transfer jeopardises a student's progress through a package of programs, or the student requires or has access to particular support services that are not delivered by the receiving provider or accessible by the student following the transfer.
- Where the primary reason for the request is based on a personal preference, such as wishing to experience living in another city in Australia, or wishing to live and/or study with friends enrolled at another registered provider, staying closer to relatives – unless the student demonstrates that refusal would involve significant social and/or academic detriment;
- where college is concerned that the student's application to transfer is a consequence of the adverse influence of unqualified party/person.
- Where the primary reason for the request is that the program in which the student is enrolled does not met their

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	<p>expectations or requirements and the College offers an alternative program that meets the stated requirements.</p> <ul style="list-style-type: none"> <li>• Where the student has not made a genuine attempt to participate in the program to which the student has been granted admission or are not genuinely engaging with an intervention strategy with the intention of failing and being released.</li> <li>• Where the College forms the view that the student is trying to avoid being reported to the Department of Home Affairs for failure to meet the College's attendance or academic progress requirements.</li> <li>• Where the student has an outstanding debt to the College.</li> <li>• Making a general claim that a transfer will be in their best interests.</li> </ul> <p>xi. If the student's application for the release letter is refused by the college, AAIC shall notify the student in writing explaining the reasons for the refusal &amp; the student shall also be notified of his/her right to access the AAIC's complaints, grievances and appeals process within 20 working days.</p>
<b>GENERAL</b>	<ul style="list-style-type: none"> <li>• The above process should not take more than 10 working days once the student has provided the necessary documentation having regard to the rested period.</li> <li>• All requests, considerations, decisions and copies of letters of release should be placed on student's file.</li> <li>• The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed independently by AAIC's refund policy.</li> </ul>

### 7.13 AAIC P37 WRITTEN AGREEMENT POLICY

<b>POLICY STATEMENT</b>	
<b>DECLARATION:</b>	AAIC is committed to doing business in a fair and equitable manner in line Australian Consumer Law
<b>PURPOSE:</b>	The purpose of this policy is to set out guidelines for written agreement in line with RTO Standards 2015, National Code 2018 and Australian Consumer Law.
<b>SCOPE</b>	The following procedures indicate the requirements of the enrolment agreement that is to be accepted prior to collecting course monies from students.
<b>POLICY GUIDELINES</b>	

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## AAIC ENROLMENT AGREEMENT

- As a formalisation of enrolment, a written agreement is entered into by the AAIC and student and is the final step of the pre-enrolment activities.
- The written Agreement aims to ensure the obligations and rights of both the registered provider and student are clearly set out and include reference to the course money payable and services to be provided.
- In following the requirements of Standard 3 from the National Code all students are to complete an 'Enrolment Agreement' on acceptance into any course offered by AAIC and prior to paying any fees to AAIC.
  
- An enrolment Agreement is only issued when a student has submitted a signed offer letter for study.
- Student Administration will provide each potential student with an enrolment agreement as the final stage of acceptance into a course of study with AAIC. This agreement is to be signed and submitted by the student with appropriate payment and documentation to support their enrolment.
  
- The '*Enrolment Agreement*' shall contain as a minimum the following information:
  - Details of the course or courses in which the student is to be enrolled including.
    - any conditions on his or her enrolment.
    - outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
    - outline any prerequisites necessary to enter the course or courses, including English language requirements
  - a plain English explanation of what happens in the event of a course not being delivered, and
  - a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".
  - set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
  - Fees Matter
    - list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
    - provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
    - an itemised list of course money payable by the student
    - Fees paid in advance protection measures

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- amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider) processes for claiming a refund
  - Non-payment of fees and consequences
- Student Obligation
    - Statement advising the student of his or her obligation to notify registered provider of his or her contact details including:
      - the student's current residential address, mobile number (if any) and email address (if any)
      - who to contact in emergency situations
      - any changes to those details, within 7 days of the change.
    - state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees
    - only use links to provide supplementary material.
  - Refund policy and procedures
    - processes for claiming a refund
    - Refund of tuition fees and non-tuition fees in the case of student default and provider default around following
      - a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
      - amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
      - the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
    - a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

**STUDENT  
DECLARATION**

**The signed declaration indicates the student agrees with following which must be stated on the 'Enrolment Agreement':**

- That the information provided by the Applicant in their application is complete and correct.
- Agrees to be bound by AAIC rules and regulations and any amendments made to the rules and regulations.
- Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by AAIC and adhere to any other pre-requisites identified above.
- Agrees to observe Department of Home Affairs' student visa requirements.
- Agrees to pay all fees required on or by the due date as per the **Tuition Fees Payment Schedule** mentioned in his/her agreement.
- If the student is referred to a Debt Collector in an event of non-payment of fees or overdue fees accounts, the expenses related to that process will be payable by the student.
- AAIC will access these fees in accordance with the policies & procedures established by AAIC complying with relevant state & federal laws & standards monitored by Australian Skills Quality Authority.

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	<ul style="list-style-type: none"> <li>• Changes or variations to this contract may attract an administrative fee.</li> <li>• AAIC reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.</li> <li>• Refunds are made in when a student application supports one of the below reasons for refund. Any refundable amounts owed to the student will be made within 14 days.</li> <li>• Where a student' contact details change while studying with AAIC the student must advise AAIC of these changes within 7 days. These details include but are not limited to details such as address and contact phone details.</li> <li>• That the student understands the ESOS framework and the National Code 2018 and agrees to all the condition under the Act. For further information please visit <a href="http://www.education.gov.au">www.education.gov.au</a></li> <li>• That the student understands and agree to all the terms and conditions of this enrolment agreement, and also understands that the availability of AAIC's complaints and appeals processes, does not remove my ability and right to take action under Australian consumer protection laws.</li> </ul> <p>This agreement shall be signed and returned to AAIC by student as an indication that the student accepts the terms and conditions imposed when studying with AAIC.</p>
<p><b>RECORD KEEPING</b></p>	<p>The signed Enrolment Agreement will be kept on the students file along with their initial application and all other documents relevant to the student's enrolment. Any original documents submitted and the signed Enrolment Agreement will be copied and sent back to the student with a confirmation letter of acceptance.</p> <p>AAIC shall retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.</p>

**7.14 AAIC P38 CRITICAL INCIDENT POLICY**

<p><b>POLICY STATEMENT</b></p>	
<p><b>DECLARATION:</b></p>	<p>AAIC as a provider of education to overseas students is required by legislation to have documented critical incident policy and procedures, which outline the action to be taken in the event of critical incident. This includes the initial response, follow-up, reporting, review and improvement.</p>
<p><b>PURPOSE:</b></p>	<p>The purpose of the <i>Critical Incident Policy and Procedures</i> is to identify the personnel, structures and procedures for managing a critical incident.</p>

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<b>SCOPE</b>	<p>This policy applies to all AAIC staff, students and visitors who have been exposed to a Critical incident – either on-campus or off-campus including staff on business related travel interstate or overseas.</p> <p>Critical incidents include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Missing students</li> <li>• Severe verbal or psychological aggression</li> <li>• Death, serious injury or threat</li> <li>• Natural disaster</li> <li>• Issues such as domestic violence, sexual assault, drugs or alcohol abuse</li> <li>• Non-life threatening events that could qualify as a critical incident</li> </ul>
<b>POLICY GUIDELINES</b>	
<b>PROCEDURE</b>	<p>In the event of a critical incident, the College will:</p> <ul style="list-style-type: none"> <li>• Assess risks and delineate a response action</li> <li>• Develop a critical management plan to manage the various aspects of the incident</li> <li>• Liaise with emergency and other services</li> <li>• Contact student’s relative or other appropriate contacts</li> <li>• Liaise with other bodies such as home care, foreign embassies or consulates</li> <li>• Counsel and manage students and staff not directly involved in the incident</li> <li>• Maintain records on the student’s file.</li> </ul>
<b>COMMUNICATION</b>	<p>This policy is to be made available to all staff. There will be an ongoing professional development and educational strategy to accompany the implementation of this policy such as professional development days where risk identification, critical incident is discussed and assigned.</p>
<b>DEFINITIONS</b>	<p><b>Critical Incident:</b> is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the Health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:</p> <ul style="list-style-type: none"> <li>• Death/suicide;</li> <li>• Serious accident or injury;</li> <li>• Deprivation of liberty, threats of violence, assault, rape/sexual assault</li> <li>• aggravated burglary, biological or chemical weapons;</li> <li>• Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;</li> <li>• Threat of widespread infection or contamination;</li> <li>• Civil unrest</li> <li>• Severe Work Health &amp; Safety (WHS) risk</li> </ul>

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	<ul style="list-style-type: none"> <li>• Serious damage to essential facilities;</li> <li>• Disruption to operations of AAIC;</li> <li>• Information which has the potential to negatively affect the reputation of AAIC in the media and/or wider community</li> </ul>
<b>DESIGNATED OFFICER</b>	<p>Any AAIC staff member who is either a witness to, or first to be informed about an actual or potential critical incident. The Designated AAIC Officer is to assume responsibility for alerting the most senior AAIC staff member available as soon as possible. The Designated AAIC Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc.).</p> <p>The designated officer is CEO or any other staff member approved by CEO.</p>
<b>IMPLEMENTATION</b>	
<b>TRAINING</b>	<ul style="list-style-type: none"> <li>• Internal training sessions conducted by the CEO to all staff at the time of staff induction as well as on regular basis who are involved in providing education services for overseas students.</li> </ul>
<b>RISK REDUCTION MEASURES</b>	<ul style="list-style-type: none"> <li>• AAIC will endeavour to ensure that there is at least one member of current staff with First Aid training</li> <li>• Staff undertaking travel for business related purposes will be given information on what to do and who to contact should they experience a critical incident whilst interstate or overseas.</li> <li>• AAIC will provide, at minimum, annual staff training and/or awareness sessions on critical incident response and management.</li> </ul>
<b>GENERAL INSTRUCTIONS</b>	<ul style="list-style-type: none"> <li>• In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated AAIC Officer is in attendance, their role will be to act in the best interests of any student/staff member/visitor affected by the incident.</li> <li>• Under the Privacy Act 1988, individuals are entitled to the protection of their personal and private information. Where a critical incident raises the issue of confidentiality, AAIC is committed to maintaining this right to privacy in line with legal requirements, however, AAIC may exercise its discretion and disclose information as necessary to prevent or lessen a serious and imminent threat to the life or health of a student or of another person if required by Law.</li> </ul>

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<b>RESPONSIBILITY – CRITICAL INCIDENT TEAM</b>	This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.		
	CEO: Shekhar Mittal		0412805975
	First Aid officer: Nominated by CEO		08 - 8232 7788
	Police, Fire, Ambulance		000
<b>Risk Management</b>	<b>Level of Risk</b>	<b>Responsibility</b>	<b>Examples</b>
	SEVERE	CEO and Director/s	<ul style="list-style-type: none"> <li>• Death, suicide or life-threatening injury</li> <li>• Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons,</li> <li>• Fire, bomb, explosion, gas/chemical hazards, discharge of firearms</li> <li>• Threat of widespread infection or contamination</li> </ul>
	SIGNIFICANT	CEO & Director/s	<ul style="list-style-type: none"> <li>• Severe Work Health &amp; Safety (WHS)</li> <li>• Serious injury incurred by staff/student</li> <li>• Activity where evacuation is required</li> </ul>
	MODERATE	Director/s; Specialist personnel (eg: WHS, Officer; IT Officer; First Aid Officer)	<ul style="list-style-type: none"> <li>• Work Health &amp; Safety (WHS) risk</li> <li>• Suspicious package left unattended</li> <li>• IT System crashes</li> <li>• Any medical condition</li> </ul>
	MINOR	All Staff	<ul style="list-style-type: none"> <li>• Minor injury</li> <li>• Plumbing blockages</li> <li>• Phone/Electrical failure</li> <li>• Computer breakdown</li> </ul>

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POLICY STATEMENT	
Declaration:	AAIC shall ensure it meets the requirement of The National Code 2018 which requires AAIC to ensure its students complete their course within in expected duration and provides for extensions in a limited range of circumstances.
Purpose:	This policy/procedure supports 'Standard 8 – Overseas student visa requirements' of the National Code 2018' which international students to complete their studies within the expected duration of the program, as specified on the student's Confirmation of Enrolment (COE).
Scope	Overseas Students.
Policy Guidelines	
Procedure	<ul style="list-style-type: none"> <li>• Students are required to complete their studies within the timeframe indicated on their CoE and student visa. AAIC shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will be kept on the student's file and variations to the CoE will also be retained within the student file. No student shall be able to enrol in less than 20 hours of full time study per week.</li> <li>• AAIC does not provide any distance or on-line learning.</li> <li>• All students are required to attend the College on a full-time basis to ensure they meet the attendance &amp; academic requirements. The attendance &amp; academic progress is monitored through AAIC P42 Attendance Monitoring Policy &amp; AAIC P41 Monitoring Academic progress Policy respectively.</li> <li>• AAIC shall not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless: <ul style="list-style-type: none"> <li>○ there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or</li> <li>○ the registered provider has implemented, or is in the process of implementing, an intervention strategy (Appendix A) for the overseas student because the overseas student is at risk of not meeting course progress requirements, or</li> <li>○ an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).</li> </ul> </li> <li>• Except in the circumstances specified above, AAIC shall ensure that the student completes his/her course within the expected duration of study specified in the student's CoE and shall not exceed the CRICOS registered course duration.</li> <li>• AAIC will follow the steps outlined in the following policies and procedures where a student is identified of the above circumstances: <ul style="list-style-type: none"> <li>○ International Student Attendance Monitoring Policy / Procedure (AAIC P42)</li> </ul> </li> </ul>

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- International Student Academic Progress Policy / Procedure (AAIC P41)
- Deferment, Suspension & Cancellation of Enrolment Policy (AAIC P40)
- All changes to a student's course duration is to be reported to the Department of Home Affairs via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files.

Appendix A:  
AAIC  
Intervention  
Strategy

Introduction

This document outlines the College's procedures for monitoring course progress of International Students and the implementation of intervention strategies for students identified as being at risk of not making satisfactory course progress. The procedures documented here are intended to meet the requirements of Standard 9 and 10 of the National Code of the Education Services for Overseas Students legislative framework (ESOS National Code). It is to be made available to all staff and students.

**Actions**

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
1.	Student has been assessed as at risk of not completing course with in expected duration	Student Administration Manager	Assessment undertaken according to <ul style="list-style-type: none"> <li>● AAIC P41 Monitoring Academic Progress Policy</li> <li>● AAIC P42 Attendance Monitoring Policy</li> </ul>
2.	Intervention Strategy activated.	Course Coordinator/ CEO/Campus Manager	Student must be contacted by letter, email or personal contact. Student should be advised that they are currently at risk of not meeting satisfactory academic course progress or attendance requirements. Student must meet to discuss an intervention strategy. A student's enrolment cannot be cancelled due to not meeting satisfactory program/course progression if an intervention strategy has not been activated. If student does not meet to discuss an intervention strategy a second contact with student should be made.
3.	Tailoring of Intervention Strategy.	Course Coordinator/	Intervention Strategies should be tailored to suit each individual student's needs.

		CEO/Campus Manager	
4.	Intervention Strategies.	Course Coordinator/ CEO/Campus Manager	<p>Based on the risk assessment &amp; proposed treatment, following 1 or more Intervention strategies (but not limited to) will be implemented, in order to improve Student's Attendance or Academic progression so that student can complete the course with in expected duration:</p> <ul style="list-style-type: none"> <li>4.1 Transition Support;</li> <li>4.2 Welfare Support,</li> <li>4.3 Study Skills Support;</li> <li>4.4 Reduction in course load</li> <li>4.5 Change of course.</li> <li>4.6 Increase in Student-Trainer Contact Hours</li> <li>4.7 Attend training during term break</li> <li>4.8 Extend Student COE duration</li> </ul>
4.1	Intervention Strategy – Transition support.	Student Support Officer	<p>Students requiring transition support may be directed to the Student Support Officer for assistance with:</p> <ul style="list-style-type: none"> <li>• accommodation problems;</li> <li>• cultural shock, home sickness;</li> <li>• local customs and etiquette;</li> <li>• balancing work commitments and studies.</li> </ul>
4.2	Intervention Strategy – Welfare Support.	Student Support Officer	<p>Students will be directed to International Student Support Officer who then will guide &amp; refer the student to relevant person or authority such as, Medical Doctor or Counsellor to receive assistance with personal issues affecting progress.</p>
4.3	Intervention Strategy – Study Skills support.	Course Coordinator/ Campus Manager	<p>Students requiring assistance with study skills may be directed to either Course Co-ordinator/Campus Manager for the following support</p> <ul style="list-style-type: none"> <li>• assessment expectations (e.g. due dates);</li> <li>• exam preparation;</li> <li>• time management;</li> <li>• class attendance and participation;</li> <li>• academic referencing and plagiarism;</li> <li>• reading and note taking skills;</li> </ul>

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			<ul style="list-style-type: none"> <li>• Research, web searching, and library skills.</li> </ul>
4.4	Intervention Strategy - Reduction in course load.	Course Coordinator/ Campus Manager	<p>Where it is believed the above intervention strategies will not assist a student in meeting satisfactory program/course progression, a reduction in course load may be considered. This process will be implemented through direct meetings with student &amp; Course Coordinator/ Campus Manager.</p> <p>Student Administration will be advised if student requires changes to length of Coe.</p>
4.5	Intervention Strategy - Change of course.	Course Coordinator/ CEO/Campus Manager	<p>A student may transfer to a suitable alternative program/course as part of an intervention strategy.</p> <p>Student Administration Manager must be notified as student will be required to complete new application and receive a new letter of offer and sign a new Student Agreement. Student Administration Manager will then cancel the original Coe and issue a new Coe.</p>
4.6	Intervention Strategy - Increase in Student-Trainer Contact Hours	Course Coordinator/ Campus Manager	<p>Where the college has assessed student to be at risk of academic progression, the college will propose possible treatment option of attending extra study hours per week apart from his normal classes, in order to achieve satisfactory academic progress.</p>
4.7	Intervention Strategy - Attend training during term break	Course Coordinator/ Campus Manager	<p>Where the college has assessed student to be at risk of academic progression, the college will propose possible treatment option of attending extra study hours during term break, in order to achieve satisfactory academic progress. This process shall be governed by study plan.</p>
4.8	Intervention Strategy - Extend Student	Course Coordinator/ Campus Manager	<p>Where it is believed the above intervention strategies will not assist a student in meeting satisfactory program/course progression, the college shall consider extending duration of COE as per AAIC's P40 Deferring, Suspending or Cancelling Policy.</p>

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	COE duration		
	5. Study Plan (AAIC-F49 Study Plan )	Course Coordinator/ CEO/Campus Manager	An amended study plan may be required for a student who has an intervention strategy in place. The student will get a copy of the study plan and a copy must be in the student's file.
	6. Evidence of Intervention Strategy.	Course Coordinator/ CEO/Campus Manager	When an intervention strategy has been activated for a student, Documentary evidence such as files notes, minutes of meeting with student, counselling form, study plan, must be kept in the student's file for all follow up meetings, support provided and strategies undertaken by the student. Student should receive a copy.
<b>STUDENTS WHO DO NOT MAKE SATISFACTORY COURSE PROGRESS</b>	<p>Student must complete their studies within the duration of their Confirmation of Enrolment (COE) however if an approved intervention strategy has been implemented students may apply for a visa extension if they cannot catch up through study in non-compulsory period. If it is noted that the student is not following the intervention strategy in place for the student it is recommended that the student is sent a letter reminding the student that if they do not meet academic progress requirements he/she will be reported to Department of Home Affairs as required by the ESOS National Code which may result in their student visa being cancelled. The written notice must inform the student that he or she is able to access the AAIC's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.</p>		

## 7.16 AAIC P40 DEFERRING, SUSPENDING OR CANCELLING THE STUDENT'S ENROLMENT POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	AAIC shall make amendments like deferment, suspension or cancellation to student enrolment in accordance with National Code 2018 Standard 9
<b>PURPOSE:</b>	This policy/procedure supports 'Standard 9 – Deferring, suspending or cancelling the student's enrolment' of the 'National Code 2018'
<b>SCOPE</b>	Students

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## POLICY GUIDELINES

### 2.1 STUDENT INITIATED DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT

- The college is only able to defer the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:
  - Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
  - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - A traumatic experience which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
  - Where the college is unable to offer a pre-requisite unit
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

**Please Note:** The above are only some of examples of what may be considered compassionate or compelling circumstances. The CEO will use its professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the college will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

Basis the circumstances, student can initiate

2.1.1 – Deferment of Enrolment

2.1.2 – Cancellation of Enrolment

### 2.1.1 – STUDENT INITIATED DEFERMENT OF ENROLMENT

- Students will be required to complete an 'Application to defer, suspend or cancel enrolment form' and submit to the Student Administrations Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in support of their application. (I.e. a medical certificate or police report, etc.)
- Students who would like to defer their studies must first speak to a staff member in the Student Administration to gain an application form and to ensure that they understand the consequences once the deferment is granted. An 'application to defer' form must be completed which will need to be approved by the CEO. This application to defer must include in detail the 'compassionate or compelling circumstances'.

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	<ul style="list-style-type: none"> <li>• Where a deferment is granted, the college will suspend the enrolment for an agreed period of time - to a maximum of 12 months. If the deferment is required for longer than 12 months, the student shall have to re-apply once the initial deferment period has expired.</li> <li>• Department of Home Affairs's policy is that if a student's enrolment is deferred for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students must be advised to refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department of Home Affairs.</li> <li>• Students are to be informed in writing of the outcome of their application for deferment and informed that it may affect their student visa.</li> <li>• All application documentation for the deferment will be kept on the students file and Department of Home Affairs shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.</li> </ul>
<p>2.1.2 STUDENT INITIATED CANCELLATION OF ENROLMENT</p>	<ul style="list-style-type: none"> <li>• Students wishing to cancel their enrolment must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administrations Department.</li> <li>• Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the 'Transfer between Providers Policy / Procedure'.</li> <li>• All application documentation for the cancellation will be kept on the students file and Department of Home Affairs shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.</li> </ul>
<p>2.2 PROVIDER INITIATED DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT</p>	<p><b>Provider Deferral</b></p> <ul style="list-style-type: none"> <li>• The college may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the college deems necessary to cancel the enrolment.</li> </ul> <p><b>Provider Suspension</b></p> <p>The college has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.</p> <ul style="list-style-type: none"> <li>2.2.1 Academic misconduct</li> <li>2.2.2 General misconduct</li> <li>2.2.3 Non-Payment of Fees</li> </ul>

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### 2.2.1 ACADEMIC MISCONDUCT

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the college:

#### **Assessment tasks**

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.
- Any other way of academic misconduct as per AAIC's Plagiarism Policy.

#### **Examinations**

- a. Students must not help or receive assistance from other students
- b. Students must not request the loan of or lend materials or devices to other students
- c. Students must not bring any materials into the examination room other than those specified for that examination
- d. Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- unauthorised absence from class
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-term tests (if applicable)

### 2.2.2 GENERAL MISCONDUCT

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals college's property or the property of others; alters/defaces the college documents or records; prejudices the good name of the college, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of the college;

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- c) prejudices the good order and governance of the college or interferes with the freedom of other people to pursue their studies.
- d) wilfully disobeys or disregards any lawful order or direction from college personnel;
- e) refuses to identify him or herself when lawfully asked to do so by an officer of the college;
- f) fails to comply with any penalty imposed for breach of discipline;
- g) misbehaves in a class, meeting or other activity under the control or supervision of the college, or on college premises or other premises to which the student has access as a student of the college;
- h) obstructs any member of staff in the performance of their duties;
- i) acts dishonestly in relation to admission to the college;
- j) knowingly makes any false or misleading representation about things that concern the student as a student of the college or breaches any of college rules;
- k) alters any documents or records;
- l) harasses or intimidates another student, a member of staff, a visitor to the college, or any other person while the student is engaged in study or other activity as a College student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- m) breaches any confidence of the college;
- n) Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the college premises while acting as the college student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- o) steals, destroys or damages a facility or property of the college or for which the college is responsible; or
- p) Is guilty of any improper conduct.

#### Consequences of Student Misconduct

- Where a student has been identified of Academic or General Misconduct the CEO shall be informed and will make a decision on the penalty and the severity of the penalty. The CEO may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.
- Where a student has been identified with Academic or General Misconduct the college shall ensure the following:
  - Students must be treated fairly, with dignity and with due regard to their privacy
  - Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found guilty by proper inquiry by the CEO to have so behaved.

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	<ul style="list-style-type: none"> <li>• Past misconduct is not evidence that a student has behaved in the same manner again.</li> <li>• Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.</li> <li>• Students are able to access the AAIC Complaints, grievances and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.</li> <li>• The penalties the CEO can impose are: <ul style="list-style-type: none"> <li>• Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC in the unit, or suspension of enrolment</li> <li>• A charge for any costs that the general misconduct may have caused</li> <li>• Temporary exclusion from the college in the form of suspending enrolment for a period of time.</li> </ul> </li> <li>• Department of Home Affairs' policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department of Home Affairs.</li> <li>• Where the level of misconduct is severe, the CEO may decide to cancel the enrolment and follow the reporting procedures on PRISMS.</li> <li>• Where the CEO has decided the misconduct is severe enough for cancellation the following must occur: <ul style="list-style-type: none"> <li>○ The student must be informed in person (where possible), and in writing of the decision of the college to cancel the student's enrolment</li> <li>○ Students must also be informed that the college is obliged to inform Department of Home Affairs via PRISMS</li> <li>○ Student shall be informed that he/she has 20 working days to access the AAIC's internal complaints and appeals process</li> <li>○ If the student accesses AAIC's internal complaints and appeals process, the suspension or cancellation of the student's enrolment shall not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.</li> </ul> </li> </ul>
2.2.3 NON-PAYMENT OF FEES	<ul style="list-style-type: none"> <li>• International students who do not meet the fees payment requirement as per the agreement with the college, the college may cancel the students enrolment as governed by AAIC P27 Non-Payment of Fees Policy</li> </ul>
2.3 RECORDING AND REPORTING DEFERMENTS, SUSPENSION OR CANCELLATION OF ENROLMENTS	<ul style="list-style-type: none"> <li>• Where there is a variation in the student's enrolment load, which may affect the student's expected duration of study in accordance with 9.2, AAIC shall record this variation and the reasons for it on the student file.</li> <li>• AAIC shall also correctly report the student via PRISMS and/or issue a new Coe when the student can only account for the variation/s by extending his or her expected duration of study.</li> <li>• All applications of deferment and outcomes are to be kept on the students file.</li> <li>• All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.</li> </ul>

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	<ul style="list-style-type: none"> <li>Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to Department of Home Affairs via PRISMS.</li> <li>The overseas student will be informed of the need to seek advice from Immigration on the potential impact on his or her student visa</li> </ul>
2.4 COMPLAINT, GRIEVANCES & APPEAL	<ul style="list-style-type: none"> <li>All students are to be given the opportunity to access the AAIC complaints, grievances and appeals procedure before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS. The students must be advised that they have 20 working days to lodge an appeal form the issue of final notification.</li> <li>The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.</li> <li>Where a student decides to access this procedure within 20 working days of notification the college will maintain the student enrolment until the process has finalised before going ahead with the reporting of the student's enrolment changes via PRISMS.</li> <li>Where a student decides <b>not to</b> access this procedure within 20 working days of notification the college will continue with it reporting process..</li> </ul>

## 7.17 AAIC P41 MONITORING ACADEMIC PROGRESS POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	AAIC shall systematically monitor students' course progress & shall take proactive measures to support students who are at a risk of failing to meet their course progress requirements.
<b>PURPOSE:</b>	The purpose of this policy to meet requirements of National Code 2018 Standard 8 which requires to monitor academic progress of students and if required, implement intervention strategy.
<b>SCOPE</b>	Overseas Students
POLICY GUIDELINES	
2.1 RECORDING STUDENT ACADEMIC PERFORMANCE	<p>The student's academic performance shall be recorded using the VETTRAK academic Performance Record Sheet'. The VETTRAK will calculate the actual academic progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.</p> <p>All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete. The assessment shall be</p>

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conducted by qualified trainers/assessors using the AAIC's assessment tools/methods and recording processes as required. All academic results are entered in to the Students Records Management System VETTRAK by the Student Administration department.

It is the responsibility of the Student Administration department to ensure that the 'Student Academic Record Sheet' is also updated after each assessment is completed and recorded. I.e. if there were 6 units in total assessed in a term and a student has been assessed as 'C' in 3 units and 'NYC' in 3 units for the term, the student's academic progress would look like:

TERM 1					
STUDENT NAME	STUDENT NO.	TOTAL UNITS ENROLLED FOR THE TERM	NUMBER OF UNITS ASSESSED 'COMPETENT'	NUMBER OF UNITS ASSESSED 'NOT YET COMPETENT'	ACADEMIC PERFORMANCE PERCENTAGE (%)
John Citizen	AAIC 00001	6	3	3	50%

These records are checked regularly by the Student Administration Manager for currency and accuracy.

## 2.2 MONITORING STUDENT ACADEMIC PERFORMANCE

The Student Administration Manager will monitor student academic performance via the 'Student Academic Performance Record Sheet' (VETTRAK) and report any issues, as outlined below, to the Chief Executive Officer.

## 2.3 STUDENT ACADEMIC PROGRESS MANAGEMENT (STEPS INVOLVED)

At the end of every term, the Student Administration Manager will review the academic progress of all students and monitor the following points:

- Any student falls below 60% academic progress for a single term
- When a student's academic progress falls below 50% for a single term
- Any student who is below 75% academic progress in their current term after falling below 50% in their previous term
- When a student's projected academic progress falls below 50% for 2 consecutive terms

This monitoring will occur once per term for each course and will be supported by the Chief Executive Officer who will also monitor the student's academic progress regularly and will be involved in the counselling and reporting process as outlined below.

- **Any student falls below 60% academic progress for a single term**
  - Student's shall be sent a Notification Letter (Appendix A) indicating that they have fallen below 60% academic performance for the term to date, and failure to achieve Competency in further units undertaken the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive terms will

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be deemed in breach of Visa requirements and be reported to DEPARTMENT OF HOME AFFAIRS. At this point, the students are advised to contact their trainer/assessor to arrange a meeting and implement a strategy to improve the student's course progress. The students are given the opportunity to be counselled in their progress if required.

- At this point **AAIC Intervention Strategy (Appendix E)** shall be activated.
- **When a student's academic progress falls below 50% for a single term**
  - When a student's academic progress falls below 50% for a single term the Student Administration Manager shall notify the CEO and a '1<sup>st</sup> Warning Letter' (**Appendix B**) shall be sent indicating the student has to contact the college and organise an appointment with the Course Coordinator to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term.
  - If the student does not respond within 7 days, the Student Administration Manager will attempt to contact the student via telephone. When this fails the matter shall be forwarded to the Chief Executive Officer, who then shall take corrective action to resolve the matter.
- **Any student who is below 75% academic progress in their current term after falling below 50% in their previous term**
  - Student's shall be sent a '2<sup>nd</sup> Warning Letter' (**Appendix C**) notifying them they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled.
  - They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms they will be reported to Department of Home Affairs.
  - They are also informed that they are required to organise an appointment with the Course Coordinator to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the term.
  - If the student does not respond within 7 days, the Student Administration Manager will attempt to contact the student via telephone. When this method of contact fails the matter shall be forwarded to the CEO.
- **When a student's projected academic progress falls below 50% for 2 consecutive terms**
  - The student shall be sent a 'Breach Recorded' (**Appendix D**) letter indicating they are going to be reported to Department of Home Affairs for unsatisfactory academic progress in their course of study.
  - AAIC shall follow step 2.4 Reporting 'Breach of Student Academic' as described below.

**Note:** Where there 2 or less units to be assessed for the term, and a student is deemed NYC in a single unit, the student shall directly be served with 1<sup>st</sup> Warning Letter & AAIC Intervention Strategy will be activated. This is due to the fact that if they are deemed NYC in 1 or more units they will fall below the 50% requirement for the term.

All staff is made aware of the requirements of this policy through induction, staff handbook, regular meetings and updates and continuous improvement practices.

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	Students are made aware of the academic progress requirements through enrolment processes, student handbook, and orientation and throughout the program.
2.4 REPORTING 'BREACH OF STUDENT ATTENDANCE' 'ACADEMIC PERFORMANCE'	<p><b>Expulsion and Reporting</b></p> <p>Where a student has Unsatisfactory Performance while subject to an AAIC Intervention Strategy, Student Administration Manager shall send the student APPENDIX D: Academic Performance Breach Recorded Letter</p> <p>In the breach letter:</p> <ul style="list-style-type: none"> <li>- They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive terms.</li> <li>- They are also informed of their ability to access the AAIC complaints, grievances and appeals process and have 20 working days to do so.</li> </ul> <p>AAIC shall only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:</p> <ul style="list-style-type: none"> <li>- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or</li> <li>- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or</li> <li>- the overseas student has chosen not to access the external complaints and appeals process, or</li> <li>- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.</li> </ul> <p>This process of reporting breaches into PRISMS is the responsibility of the Student Administration Manager who monitors the academic progress. This department is also supported by the monitoring conducted by the Chief Executive Officer. A copy of all letters, details of phone calls made (file notes), and any reports are to be kept in the student files.</p>

## 7.18 AAIC P47 STUDENT CODE OF CONDUCT POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	The College's Student Code of Conduct clearly defines students' rights and responsibilities related to appropriate conduct. The purpose of the Code is to create a positive and supportive learning environment in which all members of the learning community can participate safely and effectively. AAIC Students must adhere to this policy at all times.
<b>PURPOSE:</b>	The Student Code of Conduct sets out what the AAIC expects from students as

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	Student of AAIC. All students at enrolment must accept their shared responsibility for maintaining a safe, harmonious and tolerant environment in which to study and work.
<b>SCOPE</b>	All Students

## POLICY GUIDELINES

### OVERVIEW

AAIC Student Code of Conduct provides a framework for the standard of conduct expected of students of AAIC with respect to their academic integrity and behaviour. It outlines the primary obligations of students, and directs staff and students to the code and related procedures.

Where a student breaches this Code, AAIC may take disciplinary action. Such matters will be handled in accordance with the AAIC P40 Deferring, Suspending or Cancelling Policy.

AAIC Student Code of Conduct aims at Providing a learning culture that prepares students to learn effectively and to gain the necessary skills for employment or further studies. Providing superior education in which students are encouraged to strive for excellence. AAIC expects Students and trainers will help to contribute to this aim. Students will practice the qualities that AAIC and their employers seek and at all times act in a respectful and courteous manner. An environment free of harassment, discrimination and threatening behaviour will operate at all times.

AAIC recognises the values of Diversity and differences, Co-operation, Respect, and Tolerance & Freedom of expression well-established in social responsibility.

### EXPECTED BEHAVIOUR WHILE ON CAMPUS

Whilst on campus, all students are expected to behave in a considerate and respectful manner towards other students, staff and visitors. Unacceptable behaviour restricts academic progress and hinders the work performance of others. Students are encouraged to

1. Speak in English whilst on campus
2. Be respectful and courteous to everyone
3. Be punctual and attend all classes
4. Arrive and leave class at scheduled times, otherwise seek permission from your trainer
5. In class, allow everyone an opportunity to learn.
6. Listen and avoid interrupting others
7. Submit all work on time
8. If you miss class, it is your responsibility to catch up
9. Turn off your mobile phones
10. Adhere to the required dress and safety standards in your relevant course
11. Alcohol, drugs and smoking are strictly prohibited
12. Place all rubbish in the bins provided in the classroom

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<b>UNACCEPTABLE BEHAVIOUR OR MISCONDUCT</b>	<p>AAIC recognizes the following two forms of misconduct as unacceptable behaviour;</p> <p>2.2.4 Academic misconduct</p> <p>2.2.5 General misconduct</p>
<b>ACADEMIC MISCONDUCT</b>	<p>The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the college:</p> <p><b>Assessment tasks</b></p> <ul style="list-style-type: none"> <li>• Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study</li> <li>• Students must not use another person's concepts, results or conclusions and pass them off as their own</li> <li>• In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.</li> <li>• Students must not ask another person to produce an assessable item for them.</li> <li>• Any other way of academic misconduct as per AAIC's Plagiarism Policy.</li> </ul> <p><b>Examinations</b></p> <ul style="list-style-type: none"> <li>e. Students must not help or receive assistance from other students</li> <li>f. Students must not request the loan of or lend materials or devices to other students</li> <li>g. Students must not bring any materials into the examination room other than those specified for that examination</li> <li>h. Students must not use computer software or other devices during an examination other than those specified.</li> </ul> <p>A student may be excluded from a final examination in a unit for any of the following reasons:</p> <ul style="list-style-type: none"> <li>• unauthorised absence from class</li> <li>• failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-term tests (if applicable)</li> </ul>
<b>GENERAL MISCONDUCT</b>	<p>General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals college's</p>

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property or the property of others; alters/defaces the college documents or records; prejudices the good name of the college, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of the college;
- c) prejudices the good order and governance of the college or interferes with the freedom of other people to pursue their studies.
- d) wilfully disobeys or disregards any lawful order or direction from college personnel;
- e) refuses to identify him or herself when lawfully asked to do so by an officer of the college;
- f) fails to comply with any penalty imposed for breach of discipline;
- g) misbehaves in a class, meeting or other activity under the control or supervision of the college, or on college premises or other premises to which the student has access as a student of the college;
- h) obstructs any member of staff in the performance of their duties;
- i) acts dishonestly in relation to admission to the college;
- j) knowingly makes any false or misleading representation about things that concern the student as a student of the college or breaches any of college rules;
- k) alters any documents or records;
- l) harasses or intimidates another student, a member of staff, a visitor to the college, or any other person while the student is engaged in study or other activity as a College student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- m) breaches any confidence of the college;
- n) Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the college premises while acting as the college student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- o) steals, destroys or damages a facility or property of the college or for which the college is responsible; or
- p) Is guilty of any improper conduct.

#### CONSEQUENCES OF STUDENT MISCONDUCT

In relation to disciplinary matters listed above, AAIC may suspend or cancel a student's enrolment, according to AAIC P40 *Deferring, Suspending or Cancelling Policy*.

**Please refer to AAIC P40 *Deferring, Suspending or Cancelling Policy* for further information.**

#### COMPLAINT, GRIEVANCES & APPEAL

- All students are to be given the opportunity to access the AAIC complaints, grievances and appeals procedure before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS. The students must be advised that they have 20 working days to lodge an appeal from the issue of final notification.

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- Where a student decides to access this procedure within 20 working days of notification the college will maintain the student enrolment until the process has finalised before going ahead with the reporting of the student's enrolment changes via PRISMS.
- Where a student decides **not to** access this procedure within 20 working days of notification the college will continue with it reporting process.

## 7.19 AAIC P50 USI MANAGEMENT POLICY

POLICY STATEMENT	
<b>DECLARATION:</b>	AAIC shall meet the requirements of the Student Identifier scheme in accordance with the Student Identifiers Regulation 2014 and Clause 3.6 of RTO Standards 2015.
<b>PURPOSE:</b>	<p>This policy/procedure supports Clause 3.6 Participate in the Student Identifier Scheme focusing on providing training relevant to employers and to maximize learners' opportunities for employment, advancement or further education.</p> <p>Also this Policy has been created to ensure:</p> <ul style="list-style-type: none"> <li>• To provide students with and understanding of the Unique Student Identifier (USI) and how this impacts their enrolment and continuing studies, along with the process they need to follow.</li> <li>• Management of a unique student identifier for students undertaking Vocational Education and Training (VET) activities.</li> <li>• Student who undertakes nationally recognised VET through an Australian Registered Training Organisation (RTO) to see their complete enrolment and achievement record in a single transcript.</li> </ul>
<b>SCOPE</b>	This policy applies to all enrolled students of AAIC who are current or new as of 1 January 2015; this includes single Unit of Competency (UOC) students.
<b>POLICY GUIDELINES</b>	From 1 January 2015 students enrolling in nationally recognised training in Australia will need a Unique Student Identifier (USI). The USI is a form of file number that will link students to their training records which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically. With the student's permission, training organisations will be able to see their students' entire nationally recognised training record commencing with records

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	<p>collected in 2015. Training organisations will find it easier to assess pre-requisites and credit transfers and assess students' eligibility for government funded training places.</p> <p>Employers will benefit through access to better information on skill levels and the training needs of their workforce, and an authoritative source of the training records of job applicants and staff. The USI will improve the VET sector's transparency and responsiveness, enable more evidence-based policy intervention by Governments and support the management of government funded student subsidy programs.</p> <p>Over time the USI will make record keeping, information exchange and business practice in the Australian VET sector easier and smoother in a range of ways. The Australian Office of Best Practice Regulation has examined the USI and has designated it as deregulatory. The majority of information that is required for a USI is collected and reported through AVETMISS, as well as being used for a training organisation's day to day business.</p>
<p><b>WHO NEEDS A USI?</b></p>	<p><b>Students who need a USI include:</b></p> <ul style="list-style-type: none"> <li>• students who are enrolling in nationally recognised training for the first time;</li> <li>• School students completing nationally recognised training; and students continuing with nationally recognised training.</li> <li>• A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.</li> </ul> <p><b>Once a student creates their USI they will be able to:</b></p> <ul style="list-style-type: none"> <li>• give their USI to each training organisation they study with;</li> <li>• give their training organisation permission to view and/or update their USI account;</li> <li>• give their training organisation view access to their transcript view and update their details in their USI account; and</li> <li>• view online and download their training records and results in the form of a transcript from 2016.</li> <li>• control access to their transcript from 2016.</li> </ul>
<p><b>ROLE OF AAIC</b></p>	<p>AAIC will play an important role in either collecting and verifying or creating USIs on behalf of its students.</p> <p>Most students will be able to obtain their USI on their own, although it will be important for AAIC to prompt them to do this before they enrol.</p> <p>AAIC should record a USI for their students at the time of enrolment. However AAIC must ensure that it has recorded a valid USI for each student when they report on</p>

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training activities or issue an AQF certification document, such as a qualification, statement of attainment or testamur.

## PROCESSES

### Procedure for creating a USI for a student

Where a new or continuing student does not have a USI, AAIC can create one for the student after getting permission from the student.

Prior to creating the USI, the Admin Manager should give a copy of **AAIC-F82 USI Application Form** to the student which the student is required to read and sign and notify AAIC whether the student needs a new USI or have an existing USI. This form shall also contain Privacy Statement for students.

Once the form is signed by the student, the enrolment officer should log into the USI organisational portal (or SMS) in order to create a new USI.

Click on the Create USI tab and follow the instructions as follows:  
Personal Details

The first screen that is displayed is the Personal and Contact Details screen. The mandatory fields are shown with a red asterisk. All personal details must match the form of ID.

#### The key points to remember when entering Personal Details are:

- The personal details must be entered as they are shown on the student's form of ID (e.g. you must enter the first, and/or middle and the family name exactly as they are shown on the form of ID that the student has presented to you). Abbreviated or nicknames cannot be used unless shown on the form of ID.
- The first question on this screen is "Does the student have a First Name and Family Name?" This is asked because, in some societies, it is common for people to have one name. If only one name appears on the student's form of ID, please select "No, the student only has one name". This will then display one field to be completed entitled "Name".
- There are some fields on this screen that are mandatory. They are indicated by a red asterisk \*. The system prevents progressing from this screen if the mandatory fields are not completed.

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## CONTACT DETAILS

As you scroll down the screen you will arrive at the Contact Details section. You need only to complete the student's Preferred Contact Method, however this does not preclude from entering all fields if it is requested by the student.

**The key points to remember when entering Contact Details are:**

- You must provide one Preferred Contact Method for the student. The default is email. However, the student may choose to be contacted by mobile phone or mail. By selecting the Preferred Contact Method from the drop down list, the mandatory fields indicated by a red asterisk \*, will show next to the field that is to be completed. For email and mobile, you are required to enter the student's details and re-enter to confirm they are correct.
- If the student selects mail as the preferred contact method, please ensure all the address fields are completed. You will also need to make the student aware that it will still be necessary for them to access a computer to activate their account and set their password and check questions, and to change their password or other account details.
- The student's Country of Residence can be selected from the drop down list. In most cases the country of residence will be Australia and this is the default displayed on this screen.
- It is important that the student's contact details are accurate and up to date so that they can be contacted by the USI Office. This may be to confirm changes to their account, password resets and respond to enquiries from the student.
- You need to advise your students to update their USI account if they change their contact details.
- There are some fields on this screen that are mandatory. They are indicated by a red asterisk \*. The system prevents progressing from this screen if the mandatory fields are not completed.

## CONFIRM STUDENT'S DETAILS

It is important to ensure that you have entered the student's details correctly. The next screen gives you the opportunity to check. By selecting the BACK button, you can return to the previous screen and change any inaccuracies. If you are confident that all the information is correct, select the NEXT button at the bottom.

## FORM OF ID

To complete the creation of a USI account, you will need to select the form of ID document being used by the student from the list of document types shown then enter the details from a suitable form of ID for the Student (e.g. Driver's Licence, Medicare card).

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This process is designed to ensure the name and some other identity fields used to create a USI match those accepted in a formal identity process. It is easiest and preferable if the student is holding the ID document but acceptable for them to provide the information in another way if necessary.

This information is checked automatically in a process that will normally take less than 30 seconds, by the Attorney General's Department, Document Verification Service. When you select the form of ID type from the screen the details that are required to verify a student's identity are displayed.

**The key points to remember when completing the Form of ID details are:**

- There are some fields on this screen that are mandatory. They are indicated by a red asterisk \*. The system prevents progressing from this screen if the mandatory fields are not completed.
- Most document types have examples that can be enlarged. Samples of all documents can also be viewed on the website.
- Some of the required fields are document specific according to the document type you are using (e.g. there are differences between birth certificates in different states and years).
- If you require further information about how to complete the Evidence of Identity fields, select Help on the right of the screen. By choosing one of the identity documents in the Help section, more information about that document is displayed.
- If you want to start again select the BACK button.
- Checking by the DVS will normally take no longer than 30 seconds.

**VERIFY USI**

This function can be used by AAIC, VET Admission Bodies and VET Related Bodies.

AAIC shall receive USI from all students by collecting **AAIC-F82 USI Application Form** and verify the USIs they have collected from students, before uploading their AVETMISS data to the VETTRAK and NCVET data warehouse, unless they have created the USI account on behalf of the student.

When AAIC creates the USI account on behalf of a student, AAIC is not required to separately verify the USI. This step is very important, as the student may have made a mistake when they provided their USI to AAIC.

AAIC shall undertake verification during or soon after enrolment as this is the easiest time to work with the student to correct any errors. To verify a USI through the USI Registry system, Admin Manager will select the Verify USI tile on the Home Page.

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When using the USI Registry system, you need only to enter the USI and First name, Family Name and Date of Birth, and then select the Verify button at the bottom of the screen. If you have a system-to-system connection, verification will normally happen automatically and notify you of any errors. After the data has been submitted, the Verification Results are displayed on the screen.

All fields that have been successfully verified will be shown with a green tick i.e. the data matches the corresponding information in the USI Registry system.

If the data is not verified, the fields that do not match are shown with a cross

**The key points to remember when verifying a USI are:**

- You must enter the details correctly. It is important that you ensure the student is giving you the exact details (for example name format) they used when they created their USI. This may be different to the name details already stored in AAIC’s Student Management System.
- Mandatory fields are indicated by a red asterisk \*.The system prevents progressing from this screen if the mandatory fields are not completed.

**FIND A USI**

This function can be used only by RTOs.

Training Organisations that have previously been given the student’s permission to view and or update their personal and contact details or see their training records are able to use this function.

Find USI allows an RTO to:

- search list and view a USI
- update and view the student’s details if they have permission

If you choose to select fields that may not identify an individual (e.g. if you select surname “Jones”), you may be presented with a list of students that have given you permission to view their records with the same surname.

If the account has not been activated (i.e. the student has not set the password and check questions), the record will not be displayed. Select the one that matches your find criteria.

Find USI may be used for the following purposes:

- If a student needs assistance with changing their personal or contact details. By accessing the Update link, you can make the changes. However, for changes to key personal details (e.g. first name, family name, one name, date of birth, gender) the student will need to provide a form of ID displaying the changes

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- You need to view the students training record to evaluate whether their previous study will entitle them to be eligible for recognition for prior learning. (Please note this function will not be available until after January 2016 and will only include training completed since the introduction of the USI).

**The key points to remember when using Find USI are:**

- This function is only available to RTOs.
- To use Find USI, the student must have given you permission in their USI account to view their records.
- If the student has not given you permission, the message “No records were found that match the search details” will be displayed. To gain access you will need to ask the student to log in to their account and set permission for your organisation to gain access.

**THE USI AND REPORTING**

Each time AAIC students complete nationally recognised training; AAIC must collect and verify their Unique Student Identifier (USI) before we can confer a qualification or statement of attainment.

When AAIC submits data according to the new VET data collection and reporting requirements, it will now include the USI for each student. This USI will be reported to the National Centre for Vocational Education Research (NCVER) and entered in the national data collection.

The new Unique Student Identifier (USI) scheme is underpinned by the Student Identifiers Act 2014, Standards for NVR Registered Training Organisations (RTO) 2014 and Student Identifiers Regulation 2014 and these require that AAIC:

- Collects a USI from each student
- Verifies a USI supplied by a student
- Ensures a student has a valid USI before conferring a qualification or statement of attainment on that student
- Ensures the security of USIs and related documentation
- Destroys any personal information collected solely for the purpose of applying for a USI on behalf of a student
- Adheres to all legislative requirements under the USI legislative requirements

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	AAIC will be required to have a valid and verified USI for each of student before a qualification or statement of attainment is issued to that student.
<b>STUDENT ACCESS TO RECORDS</b>	When a student logs into their USI account it will link to the national data collection using the USI. The students USI account will then enable them to see their records and results completed. All students' results from 2015 will be available in their USI accounts in 2016.

## 7.20 AAIC P51 FEES POLICY

<b>POLICY STATEMENT</b>	
<b>DECLARATION:</b>	The AAIC is committed to working within a fair and transparent framework with the charging of fees, providing protection for those fees paid in advance and giving refunds of payments, where appropriate, for all courses offered by the AAIC.
<b>PURPOSE</b>	<p>This policy details the due dates for payment of tuition fees by international students, and the circumstances under which refunds are made and financial penalties incurred as well as Tuition Fee Protection measures implemented by AAIC for fees paid in advance by students.</p> <p>This policy meets the legislative and administrative requirements of the Education Services for Overseas Students (ESOS) Act 2000 (Commonwealth), and the relevant state government legislation. In particular, the legislation states that the University must not only protect the financial interests of both intending and admitted overseas students, but also provide access to this policy prior to entering into a contract.</p> <p>The purpose of this policy is to make sure that AAIC processes all refund application received in a timely and efficient manner in accordance with ESOS Act wherein provider become liable to refund the fees in case of Provider Default or Student or intending student defaults under either section 47D or 47E of the ESOS Act</p>
<b>SCOPE</b>	This policy applies to all AAIC students enrolled at AAIC.
<b>DEFINITIONS</b>	<p><b>Tuition Fees</b> - AAIC charges tuition fees to its students admitted into its academic courses and programs.</p> <p><b>Application Fees</b> - Application fee is charged to cover the administrative cost associated with processing the student's application. The fee is payable whether or not student</p>

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commences the course. Application Fees is \$250 per course. The Application Fees must be paid at the time of accepting a Student Contract. Application Fees is non-refundable.

**Commencement Deposit** - Commencement Deposit is the combination of non-refundable Application Fees (\$250) and the first instalment of fees as per the enrolment agreement. Student will be notified about the Commencement Deposit at the time of application in the form of offer letter as well as enrolment agreement

**Resource Fees:** AAIC may charge Resource fees to cover up the cost incurred towards provide resources like student handbook student workbook. A resource fee of \$200 per course may be charged.

**Payment Due Date** - Payment Due Date for a subject is the date on which students must make payment of tuition fees in full. The payment due date for each subject within a study period is listed on the enrolment agreement.

**Overdue Fees:** Any tuition fees that is payable but is not paid by the student.

**Course** – single or combination of award or qualification e.g. Student enrolled only in Diploma of Business. E.g. student enrolled in Diploma and Advanced Diploma of Business.

**Completion Date** - the date on which a student's enrolment in a subject is taken to be finalised

**Student** - a student or applicant who is domestic or international student

**Commencing Student** - a Commencing Student shall be a student admitted for the first time in a particular course.

**Continuing Student** - for the purpose of this policy, a Continuing Student shall be a student who is continuing their course enrolment (including enrolling in an Advanced Diploma) from a previous qualification from a set of course.

**Student Contract- Enrolment Agreement** which is made between AAIC and the student upon the student accepting an offer of enrolment, signing the enrolment agreement and paying the application fees as well as other fees payable at the time of admission.

**Study Period** - each subject is allocated to a Study Period with a designated start and end date, Payment Due Date, Completion Date.

**Unit of Competency** – Unit or a discrete portion of a course identified by a code, title

**Transfer** - a transfer occurs when a student moves permanently to a different campus or course and does not intend to return to their original campus or course.

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### Tuition Fees

AAIC shall charge tuition fees to all students enrolled into its academic courses and programs.

### Tuition Fee Liability

Tuition fees are set for a student for the course and are quoted in the written enrolment agreement as per the Study Period. All Students must pay their tuition fees in full by the applicable Payment Due Dates as listed out in written agreement.

### Commencement Deposit

Commencement Deposit is the combination of non-refundable Application Fees (\$250) and the first instalment of fees as per the enrolment agreement. Commencement deposit refund is subject to AAIC Refund policy. Student will be notified about the Commencement Deposit at the time of application in the form of offer letter as well as enrolment agreement

Commencing Students into a course at AAIC must pay the required commencement deposit at the time of student contract. The applicant will not be admitted to the course until the required deposit has been received.

Exceptions to the requirement for full up-front payment of the Commencement Deposit shall be approved by CEO. In these instances, the balance of the Commencement Deposit remains payable and the student will remain liable for the balance. The balance of the Commencement Deposit must be paid by on or before the commencement of the first Study Period in which the student is enrolled.

If a student is enrolled in multiple courses, their commencement deposit will be mentioned separately per course in the enrolment agreement and is payable on or before the start date of each course.

### Course Start Date Delay

For Students, who wishes to delay course start date, must do so by lodging a written application with the Student Administration department within 14 days of the Course Commencement Date. Under these circumstances, AAIC may allow student to delay the course start date based on the application, however AAIC will retain the full Commencement Deposit, until the student commences study at the new start date.

### Non Commencement of Studies

Students who do not commence the course on the agreed start date and/or do not provide notice of their intention to cancel/withdraw from the course, will have their Enrolment cancelled and will have commencement deposit forfeited.

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### Deferments

A student who has been granted deferment in accordance with AAIC Policy is still liable to pay the fees up till the point where student ceases the study. E.g. if the due date for fees was 1<sup>st</sup> of Jul 2015 and student decides to cease the study on 15<sup>th</sup> Jul 2015, then student is required to pay all tuition fees till 1<sup>st</sup> of Jul 2015.

### Transfers between providers

A student, who has been granted a transfer within six months of principal course to other provider or course, is still liable to pay the fees up till the point where student ceases the study as per the enrolment agreement.

### Cessation of Studies

In an event where a student ceases to study at AAIC for any reason before the course completion date, student must submit a written request for withdrawal from the studies to Student Administration Manager as soon as practicable. In such case, Student is still liable to pay the fees up till the point where student ceases the study. E.g. if the due date for fees was 1<sup>st</sup> of Jul 2015 and student decides to cease the study on 15<sup>th</sup> Jul 2015, then student is required to pay all tuition fees till 1<sup>st</sup> of Jul 2015.

### Overdue Fees

In the event of non-payment of fees by a student, AAIC Non-payment of Fees policy will be applicable.

### Fees Refund

Any student tuition fees refund request will be dealt in accordance with AAIC Refund Policy.

### TUITION PROTECTION FOR PREPAID FEES

'Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls.

The requirements that apply to prepaid fees include all fees that a learner is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

RTOs are only required to protect prepaid fees from individual learners and prospective learners. These requirements do not apply, for example, where an employer engages an RTO to provide training and/or assessment to its staff.

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<p>TUITION PROTECTION FOR DOMESTIC STUDENTS</p>	<p>AAIC does not enrol Domestic Student.</p>
<p>TUITION PROTECTION FOR INTERNATIONAL STUDENTS</p>	<p>AAIC is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and it must satisfy both the requirements of clause 7.3 and of the Tuition Protection Service (TPS) under the Education Services for Overseas Students Act 2000.</p> <p>As per the Amendment (Streamlining Regulation) Bill 2015 to ESOS Act passed in December 2015, students and their sponsors can now choose to pay more than 50 per cent of tuition fees up front if they wish to do so. This allows students and those paying fees on their behalf, such as their parents or a scholarship sponsor, to pay any amount greater than 50 per cent of the tuition fees to take advantage of favourable exchange rates or have the convenience of only paying once.</p> <p>AAIC shall maintain a designated Bank Account where it will place all pre-paid tuition fees. This account will only be drawn down when the student commences the course. AAIC shall ensure that it keeps pre-paid tuition fees separate from day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.</p> <p>AAIC shall use Tuition Protection Service (TPS) as the fees protection measure for international students.</p>
<p>TUITION PROTECTION SERVICE (TPS)</p>	<p>The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:</p> <ul style="list-style-type: none"> <li>• complete their studies in another course or with another education provider or</li> <li>• receive a refund of their unspent tuition fees.</li> </ul> <p>Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).</p> <p>In the unlikely event if an education provider is unable to deliver a course student have paid for and does not meet their obligations to either offer student an alternative course that student accept or pay a refund of student's unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist student in finding an alternative course or to get a refund if a suitable alternative is not found. Further information about the Tuition Protection scheme in regards to Provider &amp; Student role can be found at <a href="https://tps.gov.au">https://tps.gov.au</a></p>

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	<p>TPS is the first layer of tuition protection for students. One of the main objectives of the TPS is to ensure that the placement and refund processes for students are quick and streamlined. AAIC has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults.</p> <p>The default notification requirements are to ensure students are looked after following a default in a timely way. A step-by-step process in case of a provider or student default can be found at <a href="https://tps.gov.au/StaticContent/Get/ProviderInformation">https://tps.gov.au/StaticContent/Get/ProviderInformation</a></p>
CERTIFICATE AND STATEMENT OF ATTAINMENT	The College reserves the right to withhold any Certification of qualifications achieved by the student, if student fees remain outstanding.
DISCLAIMER	Any information that is provided to College or that the College collects from its clients or other stakeholders can be given to authorized State and Commonwealth Agencies and Tuition Protection Scheme (TPS) Director

## 7.21 AAIC P52 WORKPLACEMENT POLICY

### POLICY STATEMENT

<b>DECLARATION:</b>	AAIC delivers courses that may require the student to complete work placement in order to gain the qualification. AAIC supports work experience students as part of its commitment to help student gain valuable experience and involvement with the industry.
<b>PURPOSE</b>	<p>The purpose of this policy is to</p> <ul style="list-style-type: none"> <li>- provide clear and sufficient information about work placements, identify the process of assigning work placement to students and the obligations and expectations of the workplace and AAIC.</li> <li>- make sure work placements are managed in a manner which benefits the student and minimises risk to the student, host employer and AAIC.</li> </ul>
<b>SCOPE</b>	This policy applies to all AAIC students enrolled at AAIC.

### POLICY GUIDELINES

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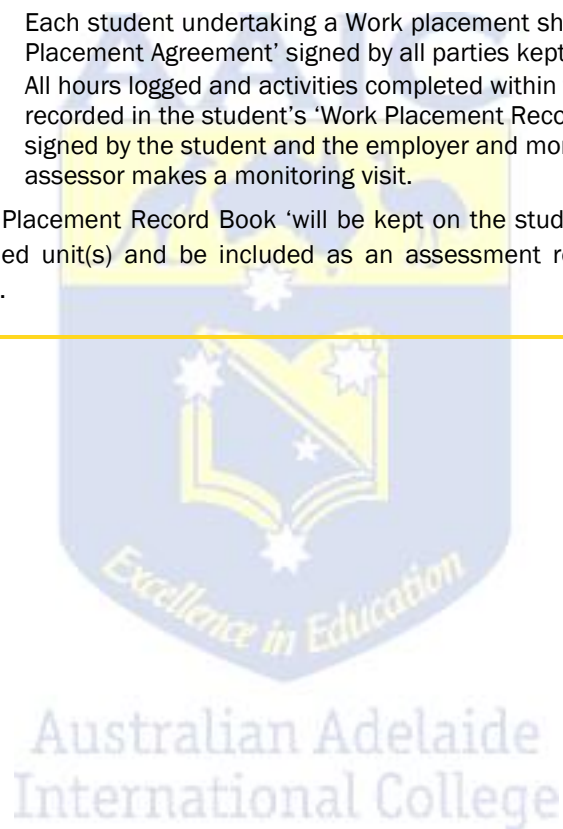
<p><b>DEFINITIONS</b></p>	<p><b>Work Placement</b> Any structured workplace learning that is part of a written agreement between a training organisation (AAIC) and an employer/organisation. It includes work observation, work experience and other forms of workplace learning.</p> <p><b>Host Employer</b> Workplace providing work placement activity</p> <p><b>Workplace Supervisor</b> Employee or owner of host organisation identified as contact person for student and AAIC.</p> <p><b>Work placement Agreement</b> Written agreement signed by student, host employer and University to specify the hours of placement and activate insurance cover.</p>
<p><b>PROCEDURES</b></p>	
<p><b>INFORMING STAFF AND STUDENTS OF WORK PLACEMENT REQUIREMENTS</b></p>	<ul style="list-style-type: none"> <li>• Work placement will be required as part of a course where: <ul style="list-style-type: none"> <li>- The Training Package specifically states Work Placement hours are to be completed as part of the training and/or</li> <li>- The most appropriate method of training or assessment is through work placement in an appropriate industry work place</li> </ul> </li> <li>• Where a course has been identified as requiring a work placement component AAIC must identify the specific units and the reasons that work based training is most appropriate form of delivery and assessment.</li> <li>• The specific number of work placement hours and the specific work place requirements must be determined and included in the course structure.</li> <li>• AAIC is required to identify work placement requirement on course marketing materials issued by AAIC. The information must include the required hours of work placement and any industry specific requirements, for example police checks.</li> <li>• All staff involved in the delivery of the course shall also be informed about the work placement requirements and their roles and responsibilities involved with work placements. This information shall be covered through the staff induction process and through on-going staff meetings.</li> <li>• All Host Employers and Students shall receive relevant information kits outlining roles and responsibilities for the Work Placement and general information relating to the Work Placement process.</li> </ul>
<p><b>SOURCING WORK PLACEMENTS</b></p>	<ul style="list-style-type: none"> <li>• The process for sourcing a work placement position for students shall be undertaken as indicated below: <ol style="list-style-type: none"> <li>1. Student is placed with a (screened &amp; compliant) willing host employer OR</li> <li>2. Existing employer or nominated employer of the student is screened for compliance following AAIC policy and procedure and on successful screening the student is registered against this employer.</li> </ol> </li> <li>• To generate placements AAIC shall liaise with industry to identify potential host employers. AAIC is to determine suitability of potential host employer, including supervision and work health and safety compliance, ability to provide the practical training required using Suitability checklist.</li> </ul>

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	<ul style="list-style-type: none"> <li>• A site visit will be conducted by AAIC for all host employer workplaces. The site visit shall ensure the workplace is appropriate for the student's placement and there is access to appropriate equipment while maintaining WHS standards.</li> <li>• AAIC will also negotiate the practical activities/specific tasks to be given to the student by the placement Provider and/or a workplace supervisor if the Placement Provider has nominated one to supervise student.</li> <li>• All host employers shall be given information relating to the work placement requirements and course information.</li> <li>• A 'Work Placement Agreement' shall be signed by AAIC, the host employer, and the student. The agreement will specify the roles and responsibilities of all parties, hours the work placement will take place and the total hours required to complete the outcomes of the specified units of competency requiring the work placement.</li> </ul> <p>The 'Work Placement Agreement' shall include the requirement for the Host Employer to provide an induction session with all students prior to any placement hours being completed.</p>
<p>PRIOR TO WORK PLACEMENTS</p>	<ul style="list-style-type: none"> <li>• Students will undertake training within AAIC environment in all pre-requisite units and the theory components of units before they commence the work placement. This includes any WHS training that is to be included within the course. This training shall take place within AAIC classrooms and simulated work environments and shall occur prior to any work placements undertaken.</li> <li>• Students will undertake a workplace induction which will allow for the student to become familiar with the workplace and meet host employers and colleagues. The induction will be conducted by the host employer as indicated within the 'Work Placement Agreement'.</li> </ul>
<p>UNDERTAKING WORK PLACEMENTS</p>	<ul style="list-style-type: none"> <li>• Students will be required to complete the work placement as specified in the 'Work Placement Agreement' and complete tasks as outlined within the 'Work Placement Book'. Any variations to the hours worked and conditions of the work placement must be amended in the agreement by AAIC and re-issued to all parties for authorisation.</li> <li>• Student's attendance through the work placement shall be recorded by the host employer and the student via the 'Work Placement Log'. This will record all times and dates the student completes work placement hours for the host employer.</li> <li>• The student shall be provided support and guidance from the host employer in the completion of required workplace tasks. These tasks will ensure the student further develops their skills and knowledge in the required areas as specified in the Work Placement Agreement.</li> <li>• AAIC will monitor the work placement through trainers and assessors completing: <ol style="list-style-type: none"> <li>1. Regular contact with the student and work placement supervisor will be made through monitoring visiting where feedback from students and the work placement supervisor will be collected.</li> <li>2. Site visits to conduct assessments in the workplace where trainers will ensure the workplace is providing adequate support and guidance to the student. The Trainers will also ensure the workplace is compliant in WHS regulations.</li> </ol> </li> </ul>

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	<ol style="list-style-type: none"> <li>3. The feedback received from the work placement supervisor will enable AAIC to determine whether student has demonstrated skills to satisfactory level or any gaps identified. If any gaps identified, then AAIC Intervention Strategy will be implemented.</li> <li>4. The employer and student will be required to sign a Work placement Book indicating the hours completed which will be monitored by trainers / assessors.</li> </ol> <ul style="list-style-type: none"> <li>• Assessment of required practical skills will be undertaken by qualified trainers and assessors where appropriate. On some occasions the trainer may require the host employer to participate in the assessment process through observing students in the workplace. All assessments shall be signed off by a qualified assessor from AAIC.</li> </ul>
<p>RECORDING OF WORK PLACEMENTS</p>	<ul style="list-style-type: none"> <li>• Each student undertaking a Work placement shall have a copy of their 'Work Placement Agreement' signed by all parties kept on their file.</li> <li>• All hours logged and activities completed within the workplace shall be recorded in the student's 'Work Placement Record Book'. This log shall be signed by the student and the employer and monitoring AAIC trainer / assessor makes a monitoring visit.</li> </ul> <p>'Work Placement Record Book' will be kept on the student's file as evidence for the specified unit(s) and be included as an assessment requirement for the specified unit(s).</p>



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