



## **Student Handbook**

(International)

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## Welcome to Austin Institute of Trades (AIT)

AIT would like to extend our warmest welcome to you. We trust that you will enjoy your stay here in Melbourne and your study at our institute. We hope you find this guide helpful and informative. If you need any further information, please feel free to ask one of the friendly AIT staff members.

### How do I contact AIT?

AIT's main campus address is: 242 Lygon St, Carlton VIC 3053, Australia.. Our email address is: [info@austin.edu.au](mailto:info@austin.edu.au).

### Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

### Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into location you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

### Third party arrangements

We deal with education agents to recruit students to AIT who are considered as third party. AIT will only work with reputable Education Agents who have an appropriate knowledge and understanding of the Australian international education industry. For more information, please go through our list of agents on website.

### Courses Provided by AIT to International students

Check the link for updated information on the AIT courses: [www.austin.edu.au/courses.html](http://www.austin.edu.au/courses.html)

**Disclaimer:** *AIT does not provide migration / immigration assistance before, during or at the end of the course and does not guarantee any migration / immigration pathway after completion of the course.*

*AIT does not guarantee any employment outcome mentioned in the 'pathways' section of course material, after completion of the course.*

### Selection and enrolment

AIT accepts applications from all students who meet the admission requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting later. If you are applying for a course you must satisfy the admission requirements. If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your application for Credit. See the section on Credit Transfer in this Handbook.

Upon approval of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

AIT does not guarantee that:

- a learner will successfully complete a training product on its scope of registration, or

- a training product can be completed in a manner which does not meet the requirements of clause 1.1 and 1.2, or
- a learner will obtain a employment outcome where this is outside the control of the RTO.

To be assisted in identifying any special learning needs and support, student must undertake LLND Test prior to course commencement/at the time of orientation and support will be provided as mentioned in the LLND policy and procedure (please refer to AIT website).

### **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either: Provide us with your USI, or provide us with permission to access or create your USI on your behalf.

### **Reduction/change of Course duration due of Credit Transfer or RPL**

If Credit Transfer or RPL is granted after the acceptance of a place in a course or on commencement of studies, it may affect the duration of studies.

### **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

AIT has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about applying for RPL, contact the head office.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

### **Credit Transfer**

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

AIT can grant you credit transfer towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit transfer.

To apply, fill in the Credit Transfer Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do. Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Transfer Application may be returned to you if you don't provide the required information.

In some cases, Credit transfer may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing. You will be advised in writing of the outcome of your Credit Application.

### **Orientation Program**

Your first week at AIT will be spent getting to know all about the Institute, its facilities, meeting coordinators and teachers, asking questions about your course and learning a little about Australia, how to settle in quickly and enjoy your time here.

It is important that you attend the Orientation program as many things are covered in this session.

- Welcome by the CEO and the management
- Presented with an orientation pack
- Required to update their personal details and other student information
- Informed of the requirements of AIT and Department of home affairs (DHA)
- Support services available to assist overseas students to help them adjust to study and life in Australia
- The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia
- Services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- English language and study assistance programs
- Any relevant legal services
- Emergency and health services
- Refund policy discussed
- Credit transfer & RPL process discussed
- Complaints and appeals processes
- AIT's facilities and resources
- Introduced to the classroom teachers and students
- Informed of attendance and course progress requirements
- Assisted with banking details
- Issued with a student card

### **Use of Personal Information**

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

It is a condition of your student visa to inform the AIT of any change to your address. Students MUST confirm and update your address details within 7 days of the change. Please ensure if your personal details have changed that you also notify AIT by emailing.

AIT is required, under s19 of the ESOS Act 2000, to tell the Department about: changes to student's enrolment; and any breach by students of student visa conditions relating to satisfactory academic performance.

## **What Services are available to me @ AIT?**

### **Administration**

During Orientation, the team @ AIT will inform you about all the institute's services and facilities. If you are not sure about where to go or who to ask about anything, ask at the reception desk and the person there will help you.

### **Services at the AIT Reception**

- First point of contact for students' administrative services and visitors
- Submit forms, if in hard form. Online submission is recommended
- Enquire about enrolments, student fees and the status of a student request form or an application that has been submitted.
- Receive support in regards to filling forms
- Obtain a new or replacement Student Card.
- Enquire about other student support services
- Counselling Service
- Have documents printed or photocopied for students/staff.
- Obtain a map and ask for directions around the campus.
- Check if lost property has been handed in.
- Transfer calls to relevant departments upon student request.
- Handing brochures of relevant course requested on enquiry.

Please note that the above-mentioned services may change due to COVID-19 situation and Student Support Services mentioned below, are automatically become active. AIT services remain open and available during the COVID-19 outbreak, but prefer the contact through phone and email.

### **Student ID card**

When you arrive at AIT you will receive a student ID card which can be used as identification if required. This card will also be used for any borrowing of books or equipment.

Please note: Students must notify AIT within 24 hours if cards are lost or stolen. A fee of \$25.00 will be charged for replacement of cards.

### **Student Support Services**

From pre-arrival information and orientation activities, to social programs referral, personal support and referrals to other services, AIT supports the international students to succeed throughout the student lifecycle and Student Support Officer (SSO), Training Manager, the Administration, teaching staff and administrative staff member of AIT are available to provide the support services.

AIT services remain open and available during the COVID-19 outbreak, but prefer the contact through phone and email. Student can contact us on official number or email. If they need a face-to-face appointment, they can use the same information.

We are listing down the supporting documentation according to the Student Support Services for reference.

- Pre-arrival information and support
  - Student Handbook
  - Website
- Accommodation
- Adjusting to Australian culture
- Public Transport
- Information about future careers and pathways to further study
- Needs identification and orientation
  - Policies and procedures
  - Orientation session PowerPoint slides
- Student safety

- WHS/OHS policy and procedure
  - COVID related information
- Equity and diversity
- Facilities and equipment
- Disability support
- Counselling and welfare services
  - external services
- Health services
- Financial support
  - Internal services
  - External services
    - Consumer Affairs Victoria
    - Australian Taxation Office
- Admin support
  - Changing classes (Request form)
  - Update contact details
  - Fees payment
  - AIT has also online learning option to help and keep the students safe in the period of COVID-19.
  - Certification / SOA
- Visa support
  - Rules of immigration information and visa information
  - Leave / cancellation information if student plan to leave Australia
  - Course progress support
    - Intervention
- Academic / Learning support
  - Learning according to needs
  - Studying and homework
  - Library
  - English language problems and support referral
  - Course progress support
  - “One-on-one” mentoring
  - Academic support class (per two-hour class)
- Ongoing communication
  - Students receive regular information from us throughout their studies including:
    - Emails highlighting important information and activities
    - News events, important notifications and alerts
    - Social media presence on Facebook
    - Noticeboards are located outside classes and in campuses
- Complaints and appeals
- Student Support Officer
- Students requiring special or intensive assistance must contact the RTO Manager who may refer them to external support services if required

### **Your Student File**

Student files are stored in a secure, lockable area to prevent unauthorised access, destruction, alteration, or removal. Student information is strictly confidential, and all personal details should be handled with the utmost care. Each student has a right of access to their academic record.

### **Facilities**

AIT provides:

- Modern, air-conditioned classrooms with a bright and pleasant atmosphere,
- Comfortable furniture,
- Up to date facilities, including multimedia projector

- Fast internet
- Computers / Laptops
- Student kitchen with microwave, refrigerator and coffee machine

**Computers use guidelines**

There are strict guidelines to follow for use of computer:

- No food or drink permitted at any time around computers.
- Unauthorised software applications or downloads are not permitted.
- Tampering with the computer systems (i.e. changing settings or removing keyboards.) is not permitted. Students are to purchase their own disks and any other materials.
- At the end of class, leave your working area clean and tidy.
- Use of laptop computers is always under staff supervision.

AIT provides high speed Internet access and students have access to computers when there is no timetabled class. Students may bring their own laptop computers for use in classes. They should contact the Administration, for a password.

**Resource Availability**

AIT will provide reference books and related material to assist students in their studies. We are always extending and updating our library from which students may borrow for a short time. The resource according to the courses can be made available on request or you can find the same in courses' brochures.

**Code of Practice**

This Code of Practice requires AIT to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

**Administration and management**

AIT will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality. Provide for staff and students to be able to access their own records.

**Course delivery**

AIT will:

- Provide an orientation program containing information about the course outline, program of study, availability of learning resources and amount of theory & practicals in relevant qualification(s), prior to course commencement.
- Ensure that a current copy of the course outline is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

**Staff**

- AIT employs skilled trainers and assessors. This means trainers and assessors have:
  - Vocational competencies at least to the level being delivered and assessed.
  - Current industry skills directly relevant to the courses they deliver.



- Current knowledge and skills in vocational training and learning that informs their training and assessment.
- In accordance with Standards 1.14 & 1.15, all trainers/assessors delivering on or prior to 30 June 2019 hold either:
  - The TAE40110 Certificate IV in Training and Assessment, or
  - The TAE40116 Certificate IV in Training and Assessment, or
  - A diploma or higher-level qualification in adult education
- All trainer/assessors delivering on or after 1 July 2019, hold either TAE40110 Certificate IV in Training and Assessment and:
  - one of the following:
    - TAE40110 Address adult language, literacy and numeracy skills or its successor or
    - TAE40116 Address adult language, literacy and numeracy skills
  - and one of the following:
    - TAEASS502 Design and develop assessment tools or its successor or
    - TAEASS502A Design and develop assessment tools or
    - TAEASS502B Design and develop assessment tools.
  - or the TAE40116 Certificate IV in Training and Assessment,
  - or a diploma or higher-level qualification in adult education

### Training environment

AIT will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Further information on relevant legislation can be found at the following websites.

|         |   |
|---------|---|
| OH&S    | <a href="http://www.worksafe.vic.gov.au">http://www.worksafe.vic.gov.au</a>                             |
| EO      | <a href="http://www.humanrightscommission.vic.gov.au/">http://www.humanrightscommission.vic.gov.au/</a> |
| VET     | <a href="https://www.skills.vic.gov.au/">https://www.skills.vic.gov.au/</a>                             |
| ESOS    | <a href="https://www.dese.gov.au/esos-framework">https://www.dese.gov.au/esos-framework</a>             |
| DHA     | <a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a>                           |
| Privacy | <a href="https://www.oaic.gov.au/">https://www.oaic.gov.au/</a>   |
| ASQA    | <a href="http://www.asqa.gov.au">http://www.asqa.gov.au</a>   |

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Training Manager if you require further information.

### Maintaining your Enrolment and Course Progress

You must meet course progress requirements to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

You are required to complete your studies with the duration indicated on your Confirmation of Enrolment (CoE). This means you must meet course progress requirements and maintain satisfactory course progress. At a minimum, successfully completing or demonstrating competency in more than 50% of the course requirements in a given study period is considered to be satisfactory course progress. If academic progress falls below 50% for two consecutive terms, Austin Institute of Trades will report to The Department of Home Affairs for not achieving satisfactory course progress.

AIT will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. AIT uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you to attend a meeting to discuss why you are not meeting course progress requirements and support that you require. We can provide

you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the RTO Manager will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal AIT decision to report you to DHA. However, an appeal will only be considered if AIT's Trainer has not marked correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where AIT is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

### **Attendance**

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes. This means you must meet attendance requirements and attend all classes (as a minimum 20 Hours per week) and maintain minimum of 80% attendance during your enrolment with Austin Institute of Trades, course-related information sessions, supervised study and assessment sessions. Also, you must attend the orientation and enrolment program at AIT preceding the start date of the Course as outlined in the Letter of Offer.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstances i.e. those beyond your control and which have an impact on your course progress or wellbeing.

### **Your feedback**

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email / phone / feedback form (which is also available in monthly emails).

### **Access to your records**

You may access or obtain a copy of the records that AIT holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the RTO Manager outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access portal where some records about the course can be viewed.

### **Amendment to records**

If a student considers the information that AIT holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

### **Notifying changes**

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, AIT will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.

### **Issuing of certification documents**

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results. Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal if all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

AIT reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where AIT is not permitted to do so by law.

AIT must have a valid USI on file for the student for a qualification or Statement to be issued.

### **Re-Issuing Statements and Qualifications**

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years.

Further details can be found in Appendices given in this document:

- Deferral, suspension and cancellation – Refer Appendix 1
- Complaint and appeal policy- Refer Appendix 2
- Course Transfer – Refer Appendix 3
- Fees, Charges and Refunds Policy & Procedures – Refer Appendix 4
- Course Progress and Attendance Policy – Refer Appendix 5
- Critical incident Policy – Refer Appendix 6

## General Information

### Contact Details

The Institute will require your current contact details. If you have plans to change any contact details, you must inform AIT in writing within 7 days of your change of address. It is your responsibility to maintain current contact details with the Institute.

### Dress requirements

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must always wear shoes. Thongs are not permitted.

### Mobile Phones

Mobile phones are always to be turned off in classrooms. Mobiles may be used in the common areas and during breaks.

### Printing

AIT provides these facilities for students **free** of cost.

### Valuables

Please be very careful with your possessions and do not leave items unattended.

- Keep your bags with you when moving from room to room, particularly during breaks.
- Please do not carry large amounts of cash. Always be careful with purses, wallets, cash and credit cards. We recommend you get an Australian bank account, so that you can secure your money there.
- AIT does not accept responsibility for any lost or stolen item.

### Smoking

In Australia, smoking is not permitted in public places, including shopping centres, cinemas, restaurants, and airports. AIT also has a non-smoking policy and smoking is prohibited anywhere in the building, including toilets.

### Water Restrictions

Melbourne is currently experiencing no water restrictions but it doesn't mean that water should be wasted. Please do not leave the taps running while washing the dishes.

### Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at AIT and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

### Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/conditions-list>

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.

- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

### **Arranging Travel and Documents to Bring**

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

Nearest airport is Melbourne airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by AIT at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

### **Bringing your Family with You**

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://www.homeaffairs.gov.au/>

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the Institute for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment. Department of Home Affairs website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> and <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/conditions-list>

### **Accommodation**

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be obtained by contacting AIT at any point of time.

There are a range of long-term accommodation options for international students.

### **Private rental**

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

### **Share house**

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

### **Boarding or homestay**

Boarding or homestay is when you rent a room in a home and live with the homeowners. This is a private agreement between you and the homeowner.

It is important to remember that as an international Student, you have the same renting rights as residents. Review the information below about renting and tenants' rights.

Consumer Affairs Victoria has a specific page for international students at: <https://www.consumer.vic.gov.au/internationalstudents>. Check your state or territory consumer affairs web site for a specific international student renting rights page, if there isn't one just include the general renting rights page.

## Adjusting to life in Australia

### Culture Shock

Moving to a new country and culture different from your own can be difficult. Although a change in culture is exciting, you may experience some "culture shock". The people, customs and language are unfamiliar and not always easy to understand and it is very common to feel homesick. Remember - it is only temporary!

### What is Culture Shock?

It is a feeling of nervousness, fear, unhappiness or any unpleasantness that comes to us when we live in a culture very different from our own. It happens to everyone but in different ways. For most people, it is mild and doesn't last long. For some, it is stronger and makes them want to go straight home and miss the great opportunity to learn lots of new things about the world and develop as an individual.

Try to make friends in Australia and do as many 'new' activities as you can. Be positive about your new activities. Joining a local sports club or church group can help introduce you to people.

Trainers at AIT can help you deal with any problems you may experience. Drop in for a chat or make an appointment to speak to your Trainer or the Student Support Officer, if you do get sad or lonely.

### Aussie language!

It may take a week or two to get used to the Australian pronunciation. Even those of you who have studied English for some years may think that Australian English is a completely new language. We tend to speak very quickly and run our words together. Many Australians also use a lot of 'slang'. If you are not sure what something means don't be afraid to ask. You will learn some interesting expressions! "Carn, give it a shot!" (Come on, have a go!)

### Some common examples of Australian slang:

|                 |                           |             |  |
|-----------------|---------------------------|-------------|--|
| Aveagoodweegend | Have a good weekend       | G'day       | good day/Hello                         |
| Good on ya      | well done                 | Arvo        | afternoon                              |
| Aussie          | Australian                | Barbie      | barbecue/BBQ                           |
| Hang on         | wait a moment             | I dunno     | I don't know                           |
| Beaut           | fantastic                 | Bikkie      | biscuit/cookie                         |
| Bloke           | guy/man                   | Brekkie     | breakfast                              |
| Bring a plate   | bring a plate of food     | Brunch      | breakfast & lunch, around 11:00am      |
| BYO             | bring your own (drink)    | Cracked it  | to get very upset                      |
| Dodgy           | awkward, suspicious       | Doona       | bed quilt usually filled with feathers |
| Jumper          | Pullover/Sweater          | Lollies     | sweets, candy                          |
| Mate            | friend                    | Na/Nuh/Nope | no                                     |
| No worries      | no problem                | See ya      | good bye                               |
| Yeah/Yep        | yes                       | Ya reckon?  | Do you think so?                       |
| Footy           | Australian Rules Football |             |  |

## Melbourne

Melbourne is the capital of Victoria and has a population of about 5 million. The city is situated on Port Phillip Bay on the south-eastern coast of Australia. Melbourne is a clean, safe city with lots of beautiful parks and gardens. It is a cosmopolitan, multicultural city - famous for its wide variety of restaurants, shopping centres, entertainment venues and sporting facilities. Melbourne has a low crime rate and has excellent emergency and hospital facilities making it a comfortable, easy city in which to live.

**Places to visit in Melbourne**

There are many exciting and interesting things to do while living in Melbourne. Worthwhile places to visit include:

**Melbourne Zoo**

Experience the wonders of wildlife at the award-winning Melbourne Zoo.

**Melbourne Aquarium**

Wiggle with an octopus and see sharks being fed at the Melbourne Aquarium.

**Melbourne Museum**

Enjoy impressive and informative, world class exhibitions.

**Southgate Arts and Leisure Precinct**

Southgate has been a popular meeting place for Melbournians since its opening in 1992. There are three levels of high quality shopping, bars and restaurants. During a stroll down the promenade you may also encounter some unique street performers. Bring your camera along too to get some great photos of the city skyline day or night.

**City Circle Tram**

See central Melbourne aboard the free and convenient City Circle Tram. Get on and off the distinctive maroon trams at any of the marked tram stops around the CBD.

**Further from Melbourne but still within a day's reach are:**

**Healesville Sanctuary:** A unique Australian animal park offering a rare insight into Australia's unusual flora and fauna.

**The Great Ocean Road:** A magnificent 250 km drive along Victoria's south western coast offering spectacular ocean views and rugged coastline.

**Sovereign Hill, Ballarat:** Step back into time and discover where gold was found in Victoria. Visitors can experience life as it was in the 1850s during the Gold Rush.

**Phillip Island:** This beautiful island is well known for being the location of Australia's fairy penguins.

If you would like more information about places to visit, Melbourne's Tourist Information Office is at Federation Square, opposite Flinders Street Station. It is open 7 days a week and you can find information about Melbourne and Victoria. You may also check the following websites: <http://www.visitvictoria.com>

**Things to do in Melbourne****Festivals**

International Comedy festival  
International Festival of the Arts  
Chinese New Year Parade  
Moomba Festival

**International Sporting Events**

Spring Racing Carnival & Melbourne Cup  
Australian Open (Grand Slam Tennis)  
Grand Prix Racing  
World Series Test Cricket

**Climate**

Melbourne has a comfortable temperate climate with 4 seasons. Summer is generally hot and dry, and winter is cool with occasional rain. It is a good idea to bring a woollen jumper or windproof jacket for the winter months. In summer, light cotton clothing is best. Most students dress casually: T-shirts, jeans, sweaters, shorts, windcheaters and comfortable shoes.

Summer: (Dec, Jan & Feb) January and February are the hottest months. Daily maximum temperatures are between 25-30°C. On a hot day the temperature can be between 35-40°C.

Autumn: (Mar, Apr & May) Most days are pleasantly mild.

Winter: (June, July & Aug) Days can be cold and windy. Temperatures range between 10-15°C

Spring: (Sept, Oct & Nov) Days are slightly warmer. Temperatures range between 15-20°C



**Public Holidays**

There are several national and state public holidays. During these days government departments, banks, businesses and some leisure centres may not be open:

|                |                      |                   |                         |
|----------------|----------------------|-------------------|-------------------------|
| New Year's Day | 1st January          | Easter Monday     | Different every year    |
| Australia Day  | 26th January         | Queen's Birthday  | 2nd Monday in June      |
| Labour Day     | 2nd Monday in March  | Melbourne Cup Day | 1st Tuesday in November |
| Anzac Day      | 25 April             | Christmas Day     | 25th December           |
| Good Friday    | Different every year | Boxing Day        | 26 December             |

**Health and Welfare**

Melbourne has a reputation as a safe city to live in. In 2000, it was recognised by the World Health Organisation as a Safe Community, one of only three capital cities worldwide to achieve such an honour.

We have provided some basic information about health and safety in Melbourne. For more information, speak to one of your advisors or see the City of Melbourne website.

**Student Health**

All International students must have health insurance before being issued with a visa. This cost is payable with your fees.

**Counselling**

Staff members at AIT are available to help you out with academic or personal problems. Professional counselling can be arranged if required through suitable services agreed by the student.

**Employment in Australia whilst studying**

Visa regulations allow international students to work up to 40 hours fortnightly. However, students must ensure that work does not interfere with their study.

**Vaccinations**

You don't need special vaccinations before coming to Melbourne, unless you have recently been in a yellow fever area such as South America or South Africa within the last six days.

In addition, depending on the country of departure and updates from Department of Health Australia and Department of Home Affairs Australia, you may need to have COVID-19 vaccination as compulsion.

**Drinking Water**

You can safely drink Melbourne tap water – it is one of the purest supplies in the world.

**Skin Cancer**

Australia has the world's highest death rate due to skin cancer, caused by exposure to the country's intense sunlight. Limit your exposure to the sun and protect your skin with broad-spectrum skin creams (SPF 30+). Most sunscreens also contain a moisturiser to protect your skin from dry weather.

**Prescriptions**

Australian pharmacies or chemists can only fill prescriptions prescribed by Australian doctors, so ensure you carry enough of your current medication for your trip, or visit a doctor in Melbourne to write you a new prescription. You will generally find a 24 hour medical clinic and chemist in or near to your suburb.

**Feeling Unsafe**

If at any stage you feel unsafe or in any danger it is best to speak to someone at AIT or go directly to the police. Their number in a case of an emergency is 000.

### **Embassies / Consulates in Melbourne**

During your stay you may require support services from your national representatives in Australia. Find your country's Embassy, Consulate or Diplomatic Mission in Melbourne. You can use the following link for your specific foreign commission: <https://protocol.dfat.gov.au/Public/MissionsInAustralia>

### **Melbourne's Transport System**

Public transport is reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. The Melbourne transport system operates trains, buses and trams from the City centre to all Melbourne suburbs. It operates from 5.30am to 12.00 midnight every day. The free City Circle Trams circle the perimeter of the City centre and central business district every day except for Christmas Day and Good Friday. The transport system does not operate from Melbourne to the Airport. See the table below for the price of an adult ticket.

Melbourne's new ticketing system is called **Myki**. Myki operates on metropolitan trains and buses. Myki money or myki pass are valid for travel in all metropolitan areas. The Myki is used if you are travelling in Zones 1+2 and/or 2.

Before getting on public transport, ensure your ticket is validated with today's travel date. If unsure, ask someone and follow the example of a responsible commuter.

**REMEMBER: BUY, VALIDATE, TRAVEL** and there will be no problems. Heavy penalties are imposed if you are found travelling without a valid ticket. Always ensure you buy your ticket before you get on the train. It is not an excuse to say to ticket inspectors that the station was closed and you were unable to buy one or that the ticket vending machine was not operating.

International students are NOT entitled to student concessions on public transport. Full fares apply. Fines are heavy if you are caught travelling on the Melbourne transport system on concession.

For further information on the Melbourne transport system or train, tram and bus timetables call 131 638 (6.00 am – 10.00 pm daily) or visit <http://www.ptv.vic.gov.au>

### **Getting Around**

There are a variety of transport options to help you get around.

#### **Driving**

Cars are the most common form of transport. In Australia, cars drive on the left-hand side of the road and seatbelts must be worn by everyone in the car. The driver must have either an Australian Driver's Licence or must bring an International Driving Permit from your country.

Drink-driving (driving when under the influence of alcohol) is strictly prohibited. Failure to obey drink driving laws may result in loss of licence and heavy fines. Drive safely!

Traffic in Melbourne is not as heavy as in your major cities back home. This is not an excuse to speed. Speeding incurs heavy fines and loss of licence. Always stick to the speed limit and keep your passengers safe. As a passenger, ask your driver to slow down if you feel uncomfortable.

Car insurance is essential if you are thinking of owning a car in Australia. A student who buys a car is very strongly advised to purchase third party and comprehensive insurance to cover you and other drivers in the event of an accident. We do not recommend that you consider buying a car if you are unable to meet these costs.

#### **Buying a car**

You can browse the classified ads in The Age or The Trading Post, to get an idea of car prices. If you choose to buy a car, ensure that it is sold with a current Roadworthy Certificate (RWC). You may also consider getting it checked out with a qualified mechanic.

#### **Cycling**

Keep fit, have fun, and cut your transport costs. Melbourne is great for cycling. Cyclists must obey the road rules. This includes wearing an approved helmet, having a warning device on the bike (eg. a bell), and having reflectors and lights if you are riding at night or when visibility is low. For details, see the VicRoads website. <https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/a-to-z-of-road-rules/bicycles>

Bicycle Victoria (<https://www.bicyclenetwork.com.au/>) is also a great source of information about cycling in Victoria.

### **Taxis**

Public transport stops at midnight. So if you're out late, you may need to get a taxi.

Melbourne's taxis are all yellow and are widely available across Melbourne. They often wait in taxi ranks that are clearly signposted at central locations like major hotels in the CBD, or busy spots such as Flinders Street Station. You can also hail a taxi in the street – if the rooftop light is illuminated, it means the taxi is available for hire – or book a taxi by telephone.

The major companies operating in Melbourne and Victoria are:

|               |              |                  |              |
|---------------|--------------|------------------|--------------|
| 13CABS        | (ph 13 2227) | Arrow            | (ph 13 2211) |
| Embassy Taxis | (ph 13 1755) | Silver Top Taxis | (ph 13 1008) |

### **Banking**

Australia has many banks, building societies and credit unions. The larger banks include ANZ, Commonwealth Bank, National Australia Bank, St George and Westpac.

It is important to open a bank account as soon as possible. You will need your passport as proof of identification. (Take along either your Student ID card or Letter of Offer)

Banking hours are generally 9.00am to 4:00pm Monday to Thursday and 5:00pm on Friday. Some banks are even open on Saturday mornings with telephone banking and internet banking available 24 hours a day, 7 days a week. Your bank will let you know what services they provide and how to use your ATM card and PIN around Melbourne.

You may need to provide a Tax File Number (TFN) to avoid paying too much tax on the money in your account, and especially if you intend to work part-time after you start classes. You can apply for a TFN during Orientation on campus, or in person at a branch of the Australian Tax Office

### **Currency**

Australia uses the decimal system of currency (100 cents = \$1.00.) Notes are in denominations of \$5, \$10, \$20, \$50 and \$100. Coins come in denominations of 5 cents, 10 cents, 20 cents, 50 cents, \$1 and \$2.

### **Receiving Money from Overseas**

**Telegraphic Transfer (TT):** Money sent by TT can take around 3 working days to be deposited into your Melbourne bank account. Your Melbourne bank may charge you a fee (around \$10), which will be paid out of the transferred funds. You may be charged a currency conversion fee.

**Bank Draft or Bank Cheque:** When you deposit an overseas bank draft into your account, it can take up to 30 days to clear. You may be charged a currency conversion fee.

**Other ways to transfer money:** There are organisations other than banks where you can send or receive money. For example, many Australia Post branches are agents for Western Union Money Transfer Services.

### **Shopping**

Melbourne has long been recognised as Australia's shopping and fashion capital. Shopping hours are usually 9.00 am to 5.30 pm Monday to Wednesday, and 9.00 am to 9.00 pm on Thursday and Friday. However, larger shopping centres are also open from 9.30 am to 5.00 pm on Saturdays and Sundays. Most large supermarkets open 24 hours a day, seven days a week.

The city is a great place to find bargains, with many trendy laneways and tree-lined streets filled with specialty shops and boutiques. All fashion tastes are catered for by major department stores, David Jones and Myer, both in the Bourke Street Mall and in suburban centres. Other popular shopping destinations include Chapel St, Chadstone, Knox, Westfield Doncaster and Northland.

It is not customary to bargain in Australia except in some markets and second-hand shops.

**Food**

Melbourne has a diverse selection of restaurants, offering a wide variety of international cuisines to suit every palate and budget! In the heart of the city, you can explore Chinatown, which offers the finest of Asian cuisine and culture. Other popular cuisines include Vietnamese (Victoria Street, Richmond), Japanese, Thai and Middle Eastern (Sydney Road, Brunswick).

Queen Victoria Market is the largest open-air market in the southern hemisphere. Other popular areas for buying fresh food include Preston Market and Box Hill Centro.

**Communication**

**Telephones – Australia's country code is +61 and the area code for Victoria (and Melbourne) is 03**

Australia has many mobile phone and home phone service providers. They usually offer a range of phone plans with different fees depending on the kind of phone calls you make. Shop around to get the best deal.

**Mobile Phones**

Mobile phone service providers offer pre-paid accounts and/or periodical bills. You will normally pay a connection fee plus a rate per minute for phone calls and a flat rate for SMS. Shop around for a deal which suits the way you use your phone. If you want to bring your mobile phone from overseas to Australia, check if it is compatible with Australian networks first.

**Home Phones**

If you decide to have a telephone line in your home, you will normally pay a one-off connection fee and a monthly line rental fee (\$30-\$40). Local calls from residential telephones cost around 15–30 cents per call. Calls to mobile phones vary. For international calls you will normally pay a connection fee and a rate per minute. It may be cheaper to use a pre-paid phone card to call mobiles, long distance, and/or overseas from your home phone. There are many different phone cards available, offering different rates for different countries. You can buy phone cards at convenience stores, some supermarkets and cafés, and online.

**Payphones**

Local calls from most payphones cost 50 cents. It may be cheaper to use a phone card for long-distance and international calls.

**Telephone Directories**

Melbourne has two main telephone directories: the Yellow Pages and the White Pages. "Yellow Pages" is used if you are looking for a business by category and "White Pages" if you know the name of the business or if you are looking for a residential phone number or address.

**Directory Assistance**

These numbers are for directory assistance from your home phone or from a payphone.

Local and National: **1223**      International: **1225**

**Email and Internet**

The best and cheapest way to keep in touch with family and friends from your own country is via email. There are free and easy to use email services available e.g. hotmail and Gmail. Internet cafés are easy to find. The cost is around \$5 per hour.

**Postal Services**

Australia Post manages postal services in Australia. For current postal prices visit: <https://auspost.com.au>

**Translating and Interpreting Service (TIS)**

Phone: 131 450. TIS offers a range of services including telephone interpreting. TIS is available 24 hours a day. Some services have to be arranged in advance.

**Religion & places of worship**

Australia is predominantly a Christian country, but you can also find Buddhist temples, Islamic mosques, Sikh temples, and many other places of worship.

AIT counsellors / external counsellors arranged, can help all international students, regardless of religious affiliation to find people of their own language group, locate a church with similar cultural background or provide general assistance in coping with Australia. Also, the Melways street directory provides a listing of places of worship in Melbourne.

The following is a short list of web sites of major religions in Australia which may be useful as a reference:

|            |              |   |
|------------|--------------|---|
| Christian: | Anglican     | <a href="https://www.melbourneanglican.org.au">https://www.melbourneanglican.org.au</a>                               |
|            | Catholic     | <a href="http://melbournecatholic.org.au/">http://melbournecatholic.org.au/</a>                                       |
|            | Presbyterian | <a href="https://www.presbyterian.org.au">https://www.presbyterian.org.au</a>   |
| Buddhist   |              | <a href="http://www.buddhanet.net">http://www.buddhanet.net</a>   |
| Hindu      |              | <a href="http://hinducouncil.com.au">http://hinducouncil.com.au</a>   |
| Islamic    |              | <a href="https://islam-australia.com">https://islam-australia.com</a>   |
| Sikh       |              | <a href="https://www.worldgurudwaras.com/location/australia/">https://www.worldgurudwaras.com/location/australia/</a> |

### Emergency Services

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.

Calls to Triple Zero (000) are free and can be made from mobile, home and work telephones, and payphones.

### Contact list of Police Stations in Melbourne CBD

| Name                          | Address                                 | Contact No     |
|-------------------------------|---|----------------|
| Australian Federal Police     | 383 La Trobe St, Melbourne, VIC, 3000   | (03) 9607 7777 |
| Victoria Police Centre        | 637 Flinders Street Melbourne 3005      | (03) 9247 6666 |
| Melbourne East Police Station | 226 Flinders Lane, Melbourne, VIC 3004. | (03) 9637 1100 |
| Victoria Police               | 456 Lonsdale St, Melbourne, VIC, 3000   | (03) 8628 3280 |

### Contact list of Hospitals in Melbourne CBD

| Name                                   | Address                                   | Contact No     |
|--|---|----------------|
| The Alfred Hospital                    | Commercial Rd Prahran VIC 3181            | (03) 9276 2000 |
| Freemasons Hospital                    | 117 Albert St, Melbourne, VIC, 3000       | (03) 9483 3500 |
| Royal Women's Hospital                 | 132 Grattan St, Carlton, VIC, 3053        | (03) 9344 2000 |
| St Vincent's Hospital                  | 41 Victoria Parade, Fitzroy, VIC 3065     | (03) 9288 2211 |
| The Royal Victorian Eye & Ear Hospital | 32 Gisborne St, East Melbourne, VIC, 3002 | (03) 9929 8666 |
| Epworth Hospital                       | 89 Bridge Rd, Richmond, VIC, 3121         | (03) 9426 6666 |
| Royal Children's Hospital              | Flemington Road, Parkville Vic. 3052      | (03) 9345 5522 |

### Contact list of Chemists in Melbourne CBD

| Name                       | Address                                | Contact No     |
|----------------------------|--|----------------|
| Collins St Pharmacy        | 470 Collins St, Melbourne, VIC, 3000   | (03) 9629 1147 |
| Elizabeth Pharmacy         | 125 Elizabeth St, Melbourne, VIC, 3000 | (03) 9670 3815 |
| Flinders Lane Pharmacy     | 253 Degraves St, Melbourne, VIC, 3000  | (03) 9650 0249 |
| Union Health Pharmacy      | 393 Swanston St, Melbourne, VIC, 3000  | (03) 9650 9348 |
| Melbourne Central Pharmacy | Swanston St, Melbourne VIC 3000        | (03) 9663 4747 |

### Contact list of Doctors in Melbourne CBD

| Name                                     | Address                                       | Contact No     |
|--|---|----------------|
| Buzzard A J                              | 517 St Kilda Road, Melbourne                  | (03) 9867 1839 |
| Doctors On Collins                       | Level 3, 423 Bourke Street, Melbourne         | (03) 9642 2456 |
| Family Planning Victoria - Action Centre | Level 1, 92-94 Elizabeth Street, Melbourne    | (03) 9654 4766 |
| City Medical Clinic                      | Level 5, 313 Little Collins Street, Melbourne | (03) 9650 3122 |
| Medical one                              | 292 Swanston Street, Melbourne                | (03) 8663 7000 |
| William Street Clinic                    | Suite 19, 121 William Street, Melbourne       | (03) 9629 5833 |
| The Mensana Clinic Pty Ltd               | Unit 18, 33 Queens Road, Melbourne            | (03) 9867 7066 |

|                               |  |                |
|-------------------------------|--|----------------|
| Collins Place Medical Clinic  | Level 3, 71 Collins Street, Melbourne  | (03) 9650 3278 |
| Era Health Clinic             | 563 Bourke Street, Melbourne           | (03) 9944 6200 |
| Swanston Clinic               | 55 Swanston Street, Melbourne          | (03) 9654 9818 |
| Collins Street Medical Clinic | Level 8, 267 Collins Street, Melbourne | (03) 9654 6088 |
| The Albert Road Clinic        | 31 Albert Road, Melbourne              | (03) 9256 8311 |
| Dr Harvey Rotstein            | 12 Collins Street, Melbourne           | (03) 9654 2426 |
| Wong                          | 358-360 Lonsdale Street, Melbourne     | (03) 9606 0988 |
| Dr. Woods Surgery             | 71 Collins Street, Melbourne           | (03) 9652 4218 |

**Contact list of Dentists in Melbourne CBD**

| <b>Name</b>                   | <b>Address</b>                                  | <b>Contact No</b> |
|-------------------------------|---|-------------------|
| Melbourne Dental Hospital     | 720 Swanston St, Carlton, VIC 3053              | (03) 9341 1040    |
| Dental Unity Pty Ltd          | Level 9, 1-5 Elizabeth St, Melbourne, VIC, 3000 | (03) 9614 1999    |
| Dental Health Care Associates | 175 Collins St, Melbourne, VIC, 3000            | (03) 9650 2909    |
| Union Health                  | 393 Swanston St, Melbourne, VIC, 3000           | (03) 9662 2466    |

**Contact list of Legal Advisors in Melbourne CBD**

| <b>Name</b>           | <b>Address</b>                                 | <b>Contact No</b> |
|-----------------------|--|-------------------|
| TW Agency Solicitors  | 15, 470 Collins St, Melbourne, VIC, 3000       | (03) 9629 2900    |
| Alderuccio Solicitors | Level 3, 552 Lonsdale St, Melbourne, VIC, 3000 | (03) 9670 7440    |
| Norton Gledhill       | 459 Collins St, Melbourne, VIC, 3000           | (03) 9614 8933    |
| Legal Aid             | 350 Queen St Melbourne VIC 3000                | (03) 9269 0234    |

**Contact list of Financial Advisors in Melbourne CBD**

| <b>Name</b>                       | <b>Address</b>                                 | <b>Contact No</b> |
|-----------------------------------|--|-------------------|
| Rundles Chartered Accountants     | Level 16, 500 Collins St, Melbourne, VIC, 3000 | (03) 9629 4631    |
| Ian Johnson Chartered Accountants | L 41, 80 Collins St, Melbourne, VIC, 3000      | (03) 9650 6800    |
| Filippo Chartered Accountants     | 395 Collins St, Melbourne, VIC, 3000           | (03) 9614 8777    |

**Contact list of Banks in Melbourne CBD**

| <b>Name</b>             | <b>Address</b>                                       | <b>Contact No</b> |
|-------------------------|--|-------------------|
| Bank of China           | 270 Queen St, Melbourne, VIC, 3000                   | (03) 9602 3655    |
| ANZ                     | 351-353 Elizabeth St, Melbourne, VIC, 3000           | (03) 570 5429     |
| St George Bank          | 325 Collins St, Melbourne, VIC, 3004                 | 13 33 30          |
| Bendigo Bank            | Level 4, 120 Harbour Esplanade, Docklands, VIC, 3008 | (03) 9642 5183    |
| National Australia Bank | 500 Bourke St, Melbourne, VIC, 3000                  | (03) 8641 3500    |
| Commonwealth Bank       | 385 Bourke St, Melbourne, VIC, 3000                  | 13 22 21          |
| Westpac                 | 360 Collins St, Melbourne, VIC, 3000                 | 13 20 32          |

**Living Costs**

You can have updated living costs information by visiting <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

**Keeping up-to-date**

Check our website regularly and keep checking your emails and always follow the below websites and their social media pages for regular updates.

- The Department of Health and Human Services delivers policies, programs and services that support and enhance the health and wellbeing of all Victorians. A State of Emergency has been declared in Victoria due to the serious risk to public health posed by coronavirus (COVID-19).  
<https://www.dhhs.vic.gov.au/coronavirus>
- The Department of Education and Training offers learning and development support and services for all Victorians.

<https://education.vic.gov.au/Pages/default.aspx>

- COVID-19 International Student Support and Welfare  
<https://www.studyinaustralia.gov.au/English/student-support>
- While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.  
<https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/transport-personal>
- Australia is generally a very safe place to live and study, but it is still important to be aware of the risks that exist. Regarding health and safety  
<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

## **Student code of conduct**

### **Student Responsibilities**

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive environment at the Institute for all students and staff. The Student Code of Conduct applies to all students of the Institute, across all courses and modes of delivery.

All students have a responsibility to:

- Treat other students and Institute staff with respect and fairness
- Follow any reasonable direction from a member of Institute staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing Institute or another student's property
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend all scheduled classes and institute activities and do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Institute staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the Institute that pertain to them.
- Pay all fees, charges and levied by the Institute within the required timeframe.
- keep a copy of Student Written Agreement (International) and all the receipts of payments (Tuition Fees and Non-Tuition Fees) made to the institute during time with the AIT.
- Follow COVID protocol(s) as per State and Federal laws/restrictions in place, if any.

### **Student Rights**

All students have the right to:

- Be treated fairly and with respect by Institute staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment to pursue their goals;
- Access counselling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;
- Information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimization;
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

### **Course expectations and requirements**

The training and assessment offered by AIT focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of delivery as per the sessions plan and the trainer's discretion and amount of theory and practicals will be decided by the trainer and AIT management as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations will be delivered as per the sessions plan and the trainer's discretion and amount of theory and practicals will be decided by the trainer and AIT management.

### **Attendance requirements**

It is an expectation that you attend every scheduled class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for genuine reason.



### **Assessment arrangements**

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements including photo or video evidence required for your practical assessment.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all the arrangements with you and you can ask them any questions you have.

### **Submitting your assessments**

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing, if this occurs, you will be asked to re-submit the work.

Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

### **Assessment outcomes**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission. If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to pay re-assessment charges and after that AIT will allow you to submit assessment.

### **Reasonable adjustment in assessment**

Some students may need modifications to assessments due to sudden/accidental disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment may involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally
- Sick or have medical condition, due date extension may be provided
- LLND Support

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### **Appealing assessment decisions**

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals (Appendix-2) in this handbook for information about how to lodge an appeal.

### **Student plagiarism, cheating and collusion**

AIT has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarized, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarized, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

### **Support services**

AIT is aware that some student may exhibit learning difficulties or may have lower level of Language, literacy and numeracy skills.

To assist in identifying any special learning needs and support, student must undertake LLND Test prior to course commencement/at the time of orientation and support will be provided as mentioned in the LLND policy and procedure (please refer to AIT website). LLND Robot Tool is used to assess LLND related support for students. After the assessment is completed, trainers, assessors and RTO support staff are required to see ACSF and DLSF profiles for the student and prepare individualised support if the student require additional LLND support.

Trainers will identify and report to the RTO Manger, if a student is still facing challenges such as, completing projects and assessments, study skills, time management, research skills after providing support earlier. Trainers will ensure that academic support and counselling (where required) services are provided to these students.

Student course progress will be carefully monitored and trainers will identify and report to the academic support staff / RTO Manger, if a student is facing challenges in completing projects and assessments, time management, research skills. Trainers will ensure that academic support and counselling (where required) services are provided to these students. Students will encouraged to access additional support where course progress requirements does not meet.

RTO Manger and/or student support officer(s) will organise meeting with identified students and discuss an intervention strategy which may involve one or more of the following support services to avail as required

- Guide the students to enrol in an ELICOS course for additional English language support
- One on one (or a small group) support with the specialist trainer
- Provision of additional attempts to complete assessments
- Extension of enrolment where students require additional time to complete the course (as part of intervention Strategy).

***Contact us to discuss your support needs.***

### **Welfare services**

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. AIT does not charge for such referrals to the provider. Contact us for details about welfare services we can offer.

### **External Support Services**

For students requiring additional support with their studies, work or life, AIT provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### **Reading and Writing Hotline**

Telephone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### **Lifeline**

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 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. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### **Fair Work Commission Australia**

Telephone: 1300 799 675 Website: <https://www.fwc.gov.au>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

### **Reach Out**

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

### **External Counselling/Personal**

- Support Lifeline – 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78 <https://mensline.org.au/>
- Mental health websites [Mindhealthconnect.org.au](http://Mindhealthconnect.org.au) Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
- [Beyondblue.org.au](http://Beyondblue.org.au) Beyond blue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help. [Anxietyonline.org.au](http://Anxietyonline.org.au)
- Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.
- [Headspace.org.au](http://Headspace.org.au) Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.
- [Jeanhailes.org.au](http://Jeanhailes.org.au) Jean Hailes' vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives. VIC Mental Health Hotline: NURSE-ON-CALL on 1300 60 60 24

### **Legislation and you**

As a student, you have both rights and responsibilities under applicable legislation.

#### **Education Services for Overseas Students**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyaustralia.gov.au/english/study/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

#### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, AIT must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. AIT has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with AIT emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### **Harassment, victimisation or bullying**

RTO is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. AIT will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc. Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps. If you feel that you are being harassed, victimised, or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per AIT Complaints and Appeals procedure detailed in this Handbook (Appendix-2).

### **Equal opportunity**

The principles and practices adopted by AIT aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with AIT.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

AIT provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organization registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

### **Student Identifiers Act 2014**

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we do not have a USI on file.

If you're studying nationally recognized training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure, and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <https://www.usi.gov.au/about>

### **Privacy Policy**

In collecting your personal information AIT will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - Student have given written consent.
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## Deferral, Suspension and Cancellation Policy – Appendix 1

### DEFERRAL AND SUSPENSION OF STUDIES

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which 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
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
  - A traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
  - where AIT 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

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, AIT considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact AIT because of a circumstance such as being involved in a car accident.
- Where a student-initiated deferral or suspension of enrolment is granted, AIT will suspend an enrolment for an agreed period of time - to a maximum of 6 months. If the deferral is required for longer than 6 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

#### Provider initiated suspension or cancellation

- AIT may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
  - Misbehaviour by the student (including plagiarism, collusion and cheating)
  - The student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
  - A breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in AIT *Course Progress Policy and Procedures*.
- Standards of behaviour required are outlined in this document under para "**Student code of conduct**".
- Where AIT suspends or cancels a student's enrolment, before imposing a suspension or cancellation AIT will inform via email and/or courier the final letter to the student in writing about the intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will 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.

#### Student initiated cessation of studies

- Students may initiate cessation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per AIT Course Transfer Policy and Procedure.
- Please refer to fee charges table in the following pages of student handbook.

#### Visa status

- When there is any deferral, suspension or cancellation action taken under this standard, AIT will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- Students are referred to the DHA web site at <https://www.homeaffairs.gov.au/> or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

**Complaints and appeals**

- Where a student accesses the Complaints and Appeals process, AIT will not notify DHA via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DHA will still be notified via PRISMS.

**Records**

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made and will be in accordance with Records Management Policy and Procedure.

**Change in visa status**

Deferral, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, AIT will notify the DHA via the PRISMS of the change in enrolment status.

Students are to refer to the DHA web site at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by AIT, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, AIT will suspend an enrolment for an agreed period of time - to a maximum of 6 months. If the suspension is required for longer than 6 months the student shall have to re-apply once the initial suspension period has expired. If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

AIT will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

## **Complaint and Appeal Policy – Appendix 2**

### **PURPOSE**

The purpose of this policy and procedure is to outline Austin Institute of Trades' (AIT) approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensure compliance with Standard 6 of the Standards for RTOs 2015, as well as compliance with the of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 10.

### **DEFINITIONS**

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**Appeal** means a request for a decision made by AIT to be reviewed

**DESE** means Department of Education, Skills and Employment

**Complaint** means a person's formal expression of dissatisfaction with any product or service provided by AIT

**PRISMS** mean Provider Registration and International Students Management System

**Overseas Student** means someone who is studying in Australia on a student visa. An overseas student is also called an international student

**Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

### **POLICY**

#### **1. Nature of complaints and appeals**

- AIT responds to all allegations involving the conduct of:
  - The RTO, its trainers / assessors and other staff.
  - Any third-party providing Services on behalf of AIT and including education agents.
  - Any student or client of AIT.
- Complaints may be made in relation to any of AIT 's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by AIT to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by AIT

#### **2. Principles of resolution**

- AIT is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, AIT ensures that complaints and appeals:
  - Are responded to in a professional, consistent and transparent manner.
  - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
  - Can be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- AIT will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to AIT, or to seek information or advice about doing so.



- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

### 3. Making a complaint or appeal

- Complaints about an incident should be made as soon as possible after the incident occurring and appeals must be made within ten (10) calendar days of the original decision being made after complaint.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*.
- When making a complaint or appeal, provide as much information as possible to enable AIT to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.

### 4. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing automatically when form is submitted.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed if the matter is taking more than 60 days, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

### 5. Resolution of complaints and appeals

- Some or all members of the Administration team of AIT will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Each party involved in the complaint or appeal may have a support person or independent mediator of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
  - For international students, AIT will maintain a student's enrolment throughout the internal appeals processes without notifying DESE via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether AIT maintains the student's enrolment as follows:
    - If the appeal is against AIT's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported AIT's decision to report.
    - If the appeal is against AIT's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, AIT will notify DESE via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

### 6. Independent Parties

- AIT acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant / appellant unless the decision to include an independent party was made by AIT.
  - For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
  - AIT will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

- The RTO Manager will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by AIT.

## 7. External complaint avenues

- Complaints can also be made via the following avenues:
  - National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency / authority / jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

    - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
    - Website: <https://www.dese.gov.au/national-training-complaints-hotline>
  - Australian Skills Quality Authority (ASQA):

Complainants may also complain to AIT's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about AIT in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students and stakeholders:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process.
  - If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
  - Please refer to the relevant webpage before making a complaint to ASQA: <https://www.asqa.gov.au/students/complaints>
- The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to AIT:

    - refusing admission to a course
    - course fees and refunds
    - course or provider transfers
    - course progress or attendance
    - cancellation of enrolment
    - accommodation or work arranged by your provider
    - incorrect advice given by an education agent
    - if you believe we have failed to act or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with AIT.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process.

Please refer to the following website if you are considering making a complaint: <https://www.ombudsman.gov.au>.

## 8. Records of complaints and appeals

AIT will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the *Privacy Policy and Procedures*.

## Course Transfer Policy – Appendix 3

### PURPOSE

The purpose of this policy is to ensure that:

- AIT does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.
- AIT has a policy and process for assessing student applications to:
  - transfer from AIT before completing six months of their principal course
  - transfer to another course provided by AIT

This ensures compliance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### DEFINITIONS

**DESE** means Department of Education, Skills and Employment

**DHA** means Department of Home Affairs

**PRISMS** mean Provider Registration and International Student Management System (PRISMS)

**Six months** means six calendar months from the date that the student commences their studies

**Course Package** means a package of courses included on a student's Visa that usually includes the principle course and any approved pre-requisite courses

**Registered Provider** means an Australian education provider approved to offer courses to overseas students and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

### POLICY

- All decisions made by AIT about student transfer requests will be made in accordance with this policy and procedure, will be fair and consider the student's individual circumstances and any other relevant factors.

#### Transferring from another registered provider

- AIT will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
  - the releasing registered provider or the course in which the student is enrolled has ceased to be registered.
  - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider.
  - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
  - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

#### Transferring to another registered provider

- For AIT students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
  - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with AIT's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
  - there is evidence of compassionate or compelling circumstances.
  - AIT fails to deliver the course as outlined in the student agreement.
  - there is evidence that the student's reasonable expectations about their current course are not being met.
  - there is evidence that the student was misled by AIT or an education or migration agent regarding AIT or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
  - The transfer may jeopardize the student's progression through a package of courses.

- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.
- For a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.

Registered providers still have discretion to refuse transfer requests from overseas students who are not genuinely engaging with an intervention strategy with the intention of failing and being released. If the overseas student subsequently intends to study at a lower Australian Qualifications Framework (AQF) level, they will need to apply for a new student visa.

#### **Transferring to another course offered by AIT**

- Students may transfer to another course offered by AIT in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to.
  - better meets the study capabilities of the student; and/or
  - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within AIT will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- For a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student is under 18, the student must either have written evidence from their legal guardian or parent supporting the transfer
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with AIT's Fees and Refunds Policy and Procedure.

#### **Visa advice**

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

#### **Complaints and Appeals**

Where the decision is made to refuse a course transfer or AIT does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing AIT's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20-working day period or the student withdraws from the course.

#### **Records**

- All records relating to course transfers will be kept in accordance with AIT *Records Management Policy and Procedure*. This includes requests for release, the assessment of the request and the decision.

## **Fees, Charges and Refunds Policy – Appendix 4**

### **PURPOSE**

The purpose of this policy and procedure is to outline AIT's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by AIT.

Standard Seven of SRTO's 2015 (Clause 7.3): Clause 7.3 states-Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6. AIT does not collect fees in excess of \$1500 for domestic students. However, for international students AIT does not require the tuition fee to be collected in excess of 50% of the first course fee, unless students undertake to pay in excess to cater for their convenience.

### **SCOPE**

This policy applies to all Students who are commencing, have commenced or are continuing study with AIT.

Overseas students choosing to study at AIT are required to pay all fees and charges agreed to in the Letter of Offer and Acceptance of Agreement.

### **REFERENCES**

References: Clauses: 5.3, 5.4 and 7.3 Standards for Registered Training Organisations 2015 Standard 2 and 3 of National Code 2018, Section 46 and 47 of ESOS Act, Tuition Protection Service, ESOS Act 2000 – Explanatory Statement – Education Services for Overseas Students (Calculation of Refund) Specifications 2014, ESOS regulations 2019

### **INTENT**

The purpose of this policy and procedure is to outline AIT's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by AIT.

Standard Seven of SRTO's 2015 (Clause 7.3): Clause 7.3 states-Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6. AIT does not collect fees in excess of \$1500 for domestic students. However, for international students AIT does not require the tuition fee to be collected in excess of 50% of the first course fee, unless students undertake to pay in excess to cater for their convenience.

### **DEFINITIONS**

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**DESE** means Department of Education, Skills and Employment

**ESOS Act** means Education Services for Overseas Students Act 2000

**National Code** means National Code of Practice for Providers of Education and Training to Overseas Students 2018

**SRTOs** means the Standards for RTOs 2015 – refer definition of 'Standards'

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)

**Course** means a course of education or training, as detailed in the Letter of Offer

**Course Start Date** means the student when is enrolled into a course. The commencement date of this course date as per his/her Letter of Offer. If deferred the refund cancelation will be based on the course start date of his/her original Letter of Offer.

**eCoE** means the electronic Confirmation of Enrolment. This is the only accepted evidence of enrolment for processing Australian student visa applications. The CoE is needed to apply for a student visa.

**Admission fee** means the fee that covers the cost of processing the application of prospective students, this fee is paid in advance of commencement of course and is not refundable.

**Letter of Offer** means the document offering a place at AIT and sets all the fees applicable to the stated course.

- a) A student might be issued with a Letter of Offer with minimum entry requirements or terms and conditions.
- b) The student needs to meet the terms and conditions/or minimum entry requirement stated of the Letter of Offer before commencing with AIT.

**No Refund** means that the circumstances warrant that no refund will be paid to the student.

**Tuition fees** include fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course (whether mandatory or not), or are intended to assist the student to progress in their course, or are ancillary to the activities that form part of the student's course listed previously.

- a) means fees a provider receives, directly or indirectly, from:
  - a. an overseas student or intending overseas student; or
  - b. another person who pays the fees on behalf of an overseas student or intending overseas student; that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student; and that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student; and
- b) includes any classes of fees prescribed by the regulations for the purposes of this paragraph; and
- c) excludes any classes of fees prescribed by the regulations for the purposes of this paragraph.

Further, for the purposes of paragraph (b) of the definition of tuition fees in section 7 of the Act, the class is prescribed if the fees are for:

- a) lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience, that:
  - a. form part of a course that the provider is providing, or offering to provide, to the student (whether or not they are a mandatory part of the course); or
  - b. are intended to assist the student to progress in such a course; or
- b) matters ancillary to the activities mentioned in paragraph (a).

**Non-tuition fees:** For the purposes of paragraph (c) of the definition of tuition fees in section 7 of the Act, the class is prescribed if the fees are for:

- a) books or equipment sold to the student; or
- b) health insurance; or
- c) administration; or
- d) accommodation (other than accommodation that the student occupies for a short time while undertaking training, excursions, fieldwork); or
- e) assisting the student to apply for or hold a student visa.

**Non-tuition fees**, for a course, means an amount of money that:

- a) a provider receives, directly or indirectly, from:
  - a. an overseas student who is accepted for enrolment, or enrolled, in the course; or
  - b. an intending overseas student who intends to become, or who has taken any steps towards becoming, accepted for enrolment, or enrolled, in the course; or
  - c. another person who pays the amount on behalf of such an overseas student or intending overseas student; and
- b) is not tuition fees.

**Tuition Protection Service (TPS)** 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:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

For more information on TPS, please click the following link:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

**Written agreement** means that the provider must enter into a written agreement with each overseas student or intending overseas student that:

- (a) sets out the refund requirements that apply if the student defaults in relation to a course at a location
- (b) meets the requirements (if any) set out in the national code. (refer Section 47B).

## **POLICY STATEMENT**

Note this policy has been written to comply with the requirements for RTOs who are not government entities and Australian universities.

### **1. Protection of fees paid in advance**

**1.1** AIT protects the fees that are paid in advance by both domestic and international students.

**1.2** For domestic student fee protection is ensured as follows:

- AIT does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

**1.3** For international student fee protection is ensured as follows:

- AIT does not require international students to pay more than 50% of course fees prior to course commencement. However, AIT provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, AIT will require students to pay the full cost of the course prior to course commencement.
- AIT pays into the Tuition Protection Service (TPS) provided by the Australian Government.

**2. Fees and refund information**

**2.1** Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

**2.2** For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. Fee information provided to international students includes:

- All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
- Any additional charges that may apply and the circumstances in which they apply
- The potential for changes to fees over the duration of the course
- Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)

**2.3** The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

**3. Course fee inclusions**

**3.1** The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.

**3.2** Tuition fees include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Refer to the course brochure for the current fee structure for that course

**3.3** Please contact AIT for latest course costs via email

Note: Except Tuition Fees, all other fees are classified as Non-Tuition Fee

**4. Payments**

**4.1** Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.

**4.2** Credit card payments incur a surcharge of 2% per transaction.

**4.3** Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

**4.4** Debts will be referred to a debt collection agency where fees are more than 40 days past due.

**4.5** AIT reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

**4.6** International students who do not pay their fees will receive one warning regarding non-payment of fees and thereafter will be reported to DESE via PRISMS under student default.

**4.7** Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

**4.8** Please see the following options and choose one of these to pay your payable Fees:

|  |  |
|--|--|
| <b>1. Pay By Credit/Debit Card</b>                                 | Please visit reception to pay your fee<br>Credit Card: Visa or MasterCard<br>(2% Surcharge will be applied)  |
| <b>2. By Draft or Bank Cheque</b>                                  | Under the name of "Austin Institute of Trades"<br>Mail your cheque along with this invoice to...<br>"Austin Institute of Trades – 242 Lygon St, Carlton VIC 3053, Australia" |
| <b>3. By Bank Deposit or Internet Transfer to AIT bank account</b> | Account Name: Austin Institute of Trades<br>Bank: Commonwealth<br>BSB: 063000<br>Account No: 14127111  |

|   |  |
|---|--|
|   | SWIFT Code: CTBAAU2S<br><b>Note: Put your AIT Student ID: (Student ID) as a reference/description</b>                  |
| <b>4. Pay Over the Phone</b>                | Credit Card Only: Visa or MasterCard<br>(2% Surcharge will be applied)   |
| <b>5. By Credit Card Authorisation Form</b> | Click on above link & fill out Credit Card Authorization Form & then send us. (2% Surcharge will be applied) link: TBA |

## 5. Refunds for international students

### 5.1 Provider Default

When a registered provider default

- (1) A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:
  - (a) either of the following occurs:
    - (i) the provider fails to start to provide the course to the student at the location on the agreed starting day;
    - (ii) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
  - (b) the student has not withdrawn before the default day.

Note: For an exception to this rule, see subsection paragraph (3) ('Ceasing to provide courses').

- (2) To avoid doubt, a registered provider defaults if the provider is prevented from providing a course at a location because a sanction has been imposed on the provider under Part 6 of the Act (*Education Services for Overseas Students Act 2000 - Compilation No. 34*).

Ceasing to provide courses

- (3) A registered provider does not default, in relation to an overseas student or intending overseas student and a course at a location, if the provider fails to start to provide the course, or the course ceases to be provided, to the student because the student defaults in relation to the course under paragraph 47A(1)(c) [*Education Services for Overseas Students Act 2000 - Compilation No. 34*].

### 5.2 Refund due to Provider Default

- a. The course does not commence at the location on the agreed commencement date (or)
- b. The course ceases to be provided at any time after it commences but before it is completed (or)
- c. If a sanction has been imposed and AIT was prevented from providing the course
  - In the case of a Provider Default, AIT discharge its obligation to the students within 14 days from the day of the default.
  - Student will be given the following option to choose from.
    - Receive a refund of tuition fees for the weeks in default period (unspent tuition fees) Refund amount = weekly tuition fees x weeks in default period
    - Receive placement in an alternative course with AIT or another provider at the provider's expense. If students choose this option, students must accept the offer in writing. All the unspent tuition fees will be transferred to the new course.
    - If AIT fails to discharge its obligations (fails to provide a refund or place students in an alternative course), the Tuition Protection Scheme will be responsible for placing students in a suitable alternative course or refund the unspent tuition fees. More information on Tuition Protection Scheme will be available on [www.tps.gov.au](http://www.tps.gov.au) website.

### 5.3 Full refunds

- 5.3.1 A full refund of any course fees paid will be provided to students in any of the following circumstances:
  - a) If Austin Institute of Trades is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
  - b) Where a course does not start on the starting date outlined in the Letter of Offer
  - c) At the discretion of AIT's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
    1. If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- 5.3.2 If an offer of a place is withdrawn by AIT and this is not due to incorrect or incomplete information being provided by the student.



#### 5.4 Claiming a full refund

- 5.4.1 In any of the above situations, AIT will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- 5.4.2 If a student visa is refused and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course, or withdrawing or failing to pay tuition fee on time from the course on or before the agreed starting date, then no refund to the student.

#### 5.5 Student Defaults

##### 6.4.1 When a student defaults

- (1) An overseas student or intending overseas student defaults, in relation to a course at a location, if:
- (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
  - (b) the student withdraws from the course at the location (either before or after the agreed starting day); or
  - (c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
    - (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
    - (ii) the student breached a condition of his or her student visa;
    - (iii) misbehaviour by the student.
- Note 1: For an exception to paragraph (1)(a), see subsection (2).  
Note 2: For an exception to subparagraph (1)(c)(iii), see subsection (3).
- (2) An overseas student or intending overseas student does not default under paragraph (1)(a) in relation to a course at a location if the student does not start that course because the registered provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i) [*Education Services for Overseas Students Act 2000 - Compilation No. 34*].
- (3) An overseas student or intending overseas student does not default under subparagraph (1)(c)(iii) unless the registered provider accords the student natural justice before refusing to provide, or continue providing, the course to the student at the location.

#### 5.6 Prior to Commencement (Other than visa refusal)

- a. If written notice of withdrawal is received from a student at least 10 weeks prior to agreed start date of the initial course commencement, total course fee (tuition fee plus non tuition fee) less Admission Fees is refundable.
- b. If written notice of withdrawal is received from a student at least 4 weeks prior to agreed start date of the initial course commencement, 75% of the tuition fees less Admission Fees is refundable.
- c. If written notice of withdrawal is received from students 2 - 4 weeks prior to agreed start of the initial course commencement, 25% of the tuition fees less Admission Fees is refundable.
- d. If written notice of withdrawal is received from students less than 2 weeks prior to the agreed start date of the initial course commencement, 0% of the tuition fees less Admission Fees is refundable.
- e. If students defer course commencement date and then apply for a refund, no refund will be issued.

#### 5.7 Post commencement (Other than visa refusal)

Under following circumstances, no refund will be issued to students.

- a. If written notice of withdrawal is received from students less than 2 weeks prior to the agreed start date of the initial course commencement.
- b. Students cancel their enrolment in a course after their commencement date (this includes abandonment of course enrolled in before its completion and the balance of all outstanding fees for the course to be invoiced to the student).
- c. In the event that students seek and are granted approval by AIT to transfer to another provider prior to completion of six months study of the principal course.
- d. In the event that the student's enrolment is cancelled because of infringement with AIT Disciplinary.
- e. Policy or breach of student visa conditions or fail to make scheduled payment of their fees and charges.

#### 5.8 Post commencement (Visa refusal)

- a) If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

### 5.9 Refund of OSHC, Airport Pickup and Accommodation charges

- If students' refund application has been approved prior to course commencement, AIT will refund the Overseas Student Health Cover (OSHC) amount paid by students to AIT. If students have commenced their studies and require a refund of OSHC Student will be required to apply to OSHC provider directly for reimbursement of amount paid.
- If students refund application has been approved prior to course commencement, AIT will refund any amount, which has not been paid to accommodation provider, Accommodation Placement Fee and Airport Pickup. In other circumstances, were the money have been paid for, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund.
- AIT does not take responsibility and is not liable for the refund policies of those service providers.

### 5.10 Other Cases

- a) If there is no written refund agreement If AIT didn't enter into a written refund agreement with student, AIT will refund the unspent tuition fees to the student. The refund amount will be calculated as below Refund amount = weekly tuition fee x weeks in default period
- b) If a student has supplied incorrect or incomplete information and as a result AIT withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less Admission Fee.
- c) Temporary change of mode of study/delivery (Due to exceptional and/or unavoidable circumstances), Return of unused tuition fees upon receiving of request letter with valid reason.

### 5.11 Applying for a refund

- To apply for refund students must complete the Refund Application Form and attach any evidence or documentation relevant to the refund application. Students must submit the form to Admissions for refunds prior to arrival/commencement; or Student Services for refunds after commencement.
- Students will be notified of the outcome of their refund application in writing and paid any refund calculated as per the policy within 10 working days of the receipt of the Refund Application Form.
- the refund will only be made to the student nominated bank account in the refund application form

Note: If the student is dissatisfied with the outcome of their refund application, he/she can lodge an appeal under the AIT Complaints and Appeals Policy. To request the Complaints and Appeals Policy, please contact AIT.

**Refer to the table below for student entitlement for refund in the case of student default.**

| Type   | Refund Description   |
|--|--|
| Visa refused prior to course commencement  | Full refund of Tuition Fees excluding Admission fees   |
| Withdrawal at least 10 weeks prior to agreed start date  | Full refund of Tuition Fees excluding Admission fees   |
| Withdrawal at least 4 weeks prior to agreed start date (student default)   | 75% refund of Tuition Fees excluding Admission fees  |
| Withdrawal 2- 4 weeks prior to agreed start date (Student default)   | 25% refund of Tuition Fees excluding Admission fees  |
| Withdrawal less than 2 weeks prior to the agreed start date  | No refund  |
| Withdrawal on or after the agreed start date (student default)   | No refund  |
| Visa cancelled due to actions of the student   | No refund  |
| Abandons the course without notice   | No refund and the balance of all outstanding fees for the course to be invoiced to the student                       |
| Course withdrawn by RTO (before the agreed start date)   | Full refund including Admission fees   |
| AIT is unable to provide the course after course start date (for which the original offer was made)                    | Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees |
| The course is not provided fully to the student because the Institute has a sanction imposed by a Government regulator | Return of unused tuition fees  |
| Recognition of Prior Learning (RPL) fees   | No refund if Statement of Attainment provided  |
| Visa extension is refused [Including changing to student visa subclass from any other visa subclass]                   | Return of unused tuition fees  |
| Compulsory Health Insurance (student visa holders only)  | Refer to Overseas Student Health Cover provider  |

| Type  | Refund Description   |
|---|--|
| Home stay fees and accommodation booking fee (if applicable)  | Full refund of unused fees if two weeks' notice is given                         |
| Airport Pick-up (if applicable)   | Full refund if service cancelled prior to flight arrival                         |
| Transfer to another provider  | Return of unused tuition fees  |
| <b>Temporary change of mode of study/delivery (Due to exceptional and/or unavoidable circumstances)</b> | Return of unused tuition fees upon receiving of request letter with valid reason |

*Austin Institute of Trades will only refund prepaid course money directly to the student and will not under any circumstances refund course money to a third party.*

## SCHEDULE OF FEES

### Application/enrolment fee (non-refundable)

A non-refundable application fee of \$250.00 applies.

### Current Course Costs

Listed below are the current course costs (subject to review and change)

| Course Code | Course Title                              | Duration (weeks) | Tuition Fee | Material Fee | Total Cost |
|-------------|---|------------------|-------------|--------------|------------|
| BSB80120    | Graduate Diploma of Management (Learning) | 52               | \$28,000    | \$300        | \$28,300   |
| BSB80320    | Graduate Diploma of Strategic Leadership  | 52               | \$15,000    | \$200        | \$15,200   |
| SIT30821    | Certificate III in Commercial Cookery     | 55               | \$15,500    | \$1,000      | \$16,500   |
| SIT40521    | Certificate IV in Kitchen Management      | 70               | \$20,000    | \$1,000      | \$21,000   |

### Fees during the enrolment period

| Description                             | Fees   |
|---|--|
| Repeat of unit                          | Tuition Fee divided by number of units in the course |
| RPL assessment (per unit of competency) | \$250  |

| Description  | Fees in \$ |
|--|------------|
| Application fee  | 250.00     |
| Cancellation Fee   | 250.00     |
| Catch up for missing practical   | 250.00     |
| Catch up for missing theory  | 250.00     |
| Re-issue of CoE  | 250.00     |
| Catch up missing units online (per unit)   | 200.00     |
| Airport pick up  | 150.00     |
| Replacement Diploma / Certificate  | 100.00     |
| Bank dishonor fee  | 95.00      |
| Additional statement of attainment (one statement of attainment will be provided free of charge) | 50.00      |
| Resubmit fee after 3 attempts (per assessment)   | 50.00      |
| Replacement ID card  | 10.00      |

## Course Progress and Attendance Policy – Appendix 5

### DEFINITIONS

**CoE** means Confirmation of Enrolment

**Compulsory study period means** a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the provider if that period does not exceed six months.

**DESE** means Department of Education, Skills and Employment

**ESOS Act** means the Education Services for Overseas Students Act 2000

**National Code** means National Code of Practice for Providers of Education and Training to Overseas Students 2018

**Study period** is defined as one term or 10 to 12 weeks of the course in which the student is enrolled

**Course progress Satisfactory Course Progress** is where a student meets course progress requirements for a study period as identified in the Training and Assessment Strategy for each Course.

**Unsatisfactory Course Progress** is where a student does not meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

**Training Product** means AQF qualification, skill set, unit of competency, accredited short course or module.

**PRISMS** mean Provider Registration and International Student Management System (PRISMS)

### POLICY

#### 1. Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- AIT monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

#### 2. Course progress requirements

- Satisfactory and unsatisfactory course progress including a process for determining the point at which the overseas student has failed to meet course progress requirements is clearly defined in each course's Training and Assessment Strategy.
- Course progress requirements are defined in relation to study periods and may include (but is not limited to), any combination of the following.
  - Satisfactory completion of certain assessment tasks or a certain number of assessment tasks
  - Achieving competency for certain units of competency or a certain number of units of competency
- Requirements are designed to uphold the academic integrity of the registered course and meet requirements of the Training Products, with consideration to the length of the study period and number of units and assessment requirements of the course.
- Students are advised of course progress requirements in each Course Outline and in their course orientation.
- Students who do not meet course progress or attendance requirements are at risk of having their visas cancelled.
- Where requirements are not met, AIT course progress and attendance monitoring procedures will be followed.
- AIT uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities and other measures of academic progress as defined in the procedures
- All records of course progress are kept on file.
- Students must also ensure that they abide by academic conduct requirements in order to ensure that they can complete their course in the expected duration.

#### 3. Intervention Strategy

- AIT ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, or Individual Intervention Form will be developed based on the appropriate intervention strategy identified.
- An Intervention Form will include an interview with the CEO/authorised staff member may include one or more of the following strategies:
  - Advising students on the suitability of the course in which they are enrolled and possible alternatives.
  - Advising students of opportunities for reassessment; and
  - Advising students of assistance that AIT can provide including and not limited to:

- receiving English language support.
- reviewing learning materials with the student and providing information to students and in a context that they can understand.
- providing extra time to complete tasks.
- providing access to supplementary or modified materials
- providing supplementary exercises to assist understanding
- attending academic skills programs.
- attending counselling.
- receiving assistance with personal issues which are influencing progress.
- receiving mentoring.
- referral to external organizations where AIT is unable to address the identified learning or academic issues:
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

#### 4. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
  - compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is 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.
    - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
    - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
    - where AIT is unable to offer a pre-requisite unit.
    - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
    - Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
    - An approved deferral or suspension of studies has been granted in accordance with AIT's *Deferral, Suspension and Cancellation Policy and Procedures*.
- When the student is responsible for the student course variation/s by extending his or her expected duration of study, this will be reported to the DHA(Department of Home affairs) via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, AIT will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

#### 5. Reporting students

- Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance requirements despite interventions implemented, AIT will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance and the reasons for the intention to report.
- Students have the rights to appeal against this decision as per AIT *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
- AIT will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
  - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
  - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
  - the student has chosen not to access the external complaints and appeals process: or
  - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

- All records will be kept on the student's file including warning letters and the notice of intention to report.

## Critical Incident Policy – Appendix 6

### PURPOSE

The policy ensures that critical incidents or potential critical incidents that could affect an international student's ability to undertake or complete the course in which they are enrolled.

This complies with Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

This policy is designed to ensure that Austin Institute of Trades:

- a) Meets its Duty of Care as an ESOS based Education Provider
- b) Is able to respond to a Critical Incident effectively and promptly
- c) Provides appropriate support services to those affected
- d) Applicable information is provided to staff and students

### SCOPE

This policy applies to all students and staff in compliance with the ESOS Framework. The critical incidents covered in this procedure include, but are not limited to, those incidents which occur at our premises and/or training and assessing locations either during or after hours.

### DEFINITIONS

A **Critical Incident** is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff
- A missing student
- Serious illness, such as any illness which causes the deterioration of the student /staff member's health over time
- Serious Injury which prevents or severely affects the student's ability to complete the course
- Physical or Sexual assault
- Occupation Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas or chemical hazard
- Drug or Alcohol abuse
- Damaging Media attention
- Traumatic events that affect students; such as
- Sexual Assault
- Plague
- Mental Health Crisis
- Drug / Alcohol Overdose

**Critical Incident Team** means a group of persons specified by AIT to plan an immediate response, allocate responsibilities and determine ongoing strategies.

**Designated person** means any AIT staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site.

**DESE** means Department of Education, Skills and Employment

**Emergency Services** include:

- Emergency Services - Police, Fire and Ambulance Phone: 000
- Police Headquarters (24 hr) Phone 131 444
- Lifeline (24-hour crisis counselling line) 131 114
- Poisons Information Centre 13 11 26
- State Emergency Service 03 9256 9000
- Health Department 1800 020 103

**PRISMS** mean Provider Registration and International Students Management System

**POLICY**

This policy should not be confused with the standard incident reporting policy and procedures that pertain to staff and students contained within the college.

Should an incident be deemed to meet the above criteria, that incident report can be upgraded to a Critical Incident and be subject to the following information within this policy.

- AIT is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
- AIT ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident.
- A designated officer and/or critical incident team will manage critical incidents.
- All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.
- Students have received information about health and safety, including critical incidents, in this Student Handbook, and will receive during their orientation as well. This will include information on safety and awareness relevant to life in Australia and how to seek assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.
- AIT will ensure that appropriate post-incident support is provided as required.
- AIT response to critical incidents will always be evaluated and improvements identified and implemented as required.

The AIT Critical Incident Response Procedures will address the actual management of a Critical Incident and include the following items:

- The time of the incident
- The type of incident
- Immediately after the incident
- Following the incident
- Post the incident
- Review the Critical Incident management

This policy shall be disseminated to all Staff and Student's to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the orientation process.

Overseas students will be provided with information about assistance available and how to seek assistance or, and report any incidents. Assistance will also be available for reporting and seeking assistance through Student Support Services and staff.

**Critical Incident Response**

- If a member of Austin Institute of Trades's staff believes that a critical incident has occurred, that staff member is required to contact emergency services (if required) and contact the RTO Manager immediately
- The staff member shall contact emergency services (if appropriate) immediately
- Wherever emergency services are required to be contacted all personnel are to be cleared from any dangerous area without delay
- In the instance of injury or onset of illness on premises, Austin Institute of Trades Student Support Officer or Student Administration should be notified whenever a student or staff member requires assistance
- Contact should be made with the family of any student involved in situation requiring emergency services
- A Critical Incident Report Form is to be completed by the appropriate staff member involved in the incident

The Critical Incident Report Form available on AIT website is to contain as much information as possible and indicate the people directly involved in the incident.