



KEY  
INFORMATION  
PACK  
FOR  
STUDENTS

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## Introduction

This booklet contains key information about different aspects of your enrolment at Australian International College.

It has 'Frequently Asked Questions' at the end where you can find answers to your questions.

## Your Contact Information

Your contact information at the College must always be updated. If you change any contact details, you have to inform us within 5 days.

The College sends most of the communication through email. Please make sure that your email is correct.

Check your spam folder regularly as some important mails can go to spam.

## Premises and Delivery Location

Australian International College is located at 38 College Street, Hyde Park Plaza Hotel, Darlinghurst, NSW.

## Theory Classes

All theory classes are delivered on **Level 2**. Your classrooms are provided in your timetables.

If you cannot find your classroom, or you think there is a mistake, please contact Student Services on the Ground Floor, 38 College Street.

## Practical Classes

Australian International College has 2 commercial kitchens for practical classes.

One of the kitchens is on the **Ground Floor** (MD Thai restaurant); and the other is on **Level 2**, both at 38 College Street. Your practical classes are delivered in one of these kitchens.

## Student Services

The Student Services office is located on the **Ground Floor, 38 College Street**. You can contact Student Services for any issue related to your course or enrolment. You can come to the office, send an email to [studentservice@aic.nsw.edu.au](mailto:studentservice@aic.nsw.edu.au) or call 02 805 7087 for your inquiries.

## IT Personnel

IT personnel's room is located on Level 2, 38 College Street, next to open area.

## Open Area

We have an open area for your breaks or lunch times on Level 2, 38 College Street. You can find microwaves, fridges and hot water facilities for your needs.

## Learner Resources

The College uses Moodle as online learning platform. All students are provided with a Moodle account in the beginning of the term.

All learning materials and assessments can be accessed on Moodle.

The College has laptops in the classrooms for student use. However, we recommend students to bring their own laptops as there may be times when the number of laptops is not enough for all students.

## Course Delivery

### Course structure

Each course has a specific number of **units of study**. All units must be completed. You will complete these units throughout your course.

You will receive training for each unit of study. Following training, you will complete the assessment/s for that unit. To get your certificate, you must be 'Competent' in all units of study.

### Study Periods

There are 4 study periods in a year. A study period consists of 10 weeks and is followed by a 2-week break. After Term 4, you have a 6-week holiday.

### Delivery Mode

You have **20 contact hours** per week:

- **16 hours face to face** learning at the College
- **4 hours self-paced** learning.

For self-paced learning, you need to complete tasks given by your trainer outside your scheduled face-to-face class hours.

## Attendance in your classes

All students must maintain **minimum 80% attendance**. It is a condition of your visa. If your attendance falls below 80%, you will be reported to Department of Home Affairs.

The College monitors your attendance over 2-study periods and sends warning letters before your attendance drops to 80%. Attendance monitoring process is below:

90% or below	85% or below	Below 80%
1 <sup>st</sup> warning letter	2 <sup>nd</sup> warning letter	Notification of Intention to Report

**If you receive a warning letter, you must attend an interview with Student Services.**

## Course Progress

You must complete your course within duration of your CoE and show satisfactory course progress as a condition of your visa.

Your course progress will be **at risk** if you fail more than 50% of the units in any term. When you are identified as at risk, the College will implement an intervention strategy for you.

When you receive a warning letter you must come to the College and attend an interview with Student Services within 14 days. If you do not, you will receive further warning letters. Course progress monitoring process is below:

You are identified as at risk	<b>1<sup>st</sup> warning letter</b> is sent	You did not come to the meeting within 14 days or you failed keeping up with intervention	<b>2<sup>nd</sup> warning letter</b> is sent	You did not come to the meeting within 14 days or you failed keeping up with intervention	<b>Notification of Intention to Report</b> is sent.
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## Notification of intention to report

This notification informs you of the College's intention to report you to the Department of Home Affairs for breaching your visa conditions.

This is a serious notification and might have negative consequences on your student visa. You can appeal this decision through the College's Complaints and Appeals process.

Your appeal can be approved only if you have compelling or compassionate reasons.

## Assessment Procedures

Your training is followed by assessments. Each unit has different number of assessments to be completed. There are two types of assessments:

- *Theory/written assessments*: These assessments assess your knowledge about the given unit of study.

- *Practical assessments/observations*: These assess your performance in specific tasks. They are observed by an assessor and marked based on your performance.

## Completing Assessments

Assessments will be completed at the College under supervision of a trainer on assessment days.

Your trainer will inform you the assessment days in the beginning of each unit.

On those days, you must attend your class to complete and submit your assessments.

## Submitting assessments

All assessments must be submitted on Moodle on the assessment days.

You mostly complete your assessments on a Word file.

You must convert your files into PDF for submission. To do this, choose '**File**' on the menu bar, then choose '**Export**', and select '**Create PDF/XPS**'. Then choose a folder where you want to save your file and click '**Publish**'.

Sometimes, you complete assessments on an excel file. Still, you have to submit them in PDF. To see how to save excel files as pdf please download the manual below (it can also be accessed on your Moodle):

Save excel files as pdf:

<https://drive.google.com/file/d/1B-HV1b7iKJZseNgUz-b1sJgkljvvhtej/view>

You must sign your assessments. You can write your name where you need to sign.

## Assessment no-show students

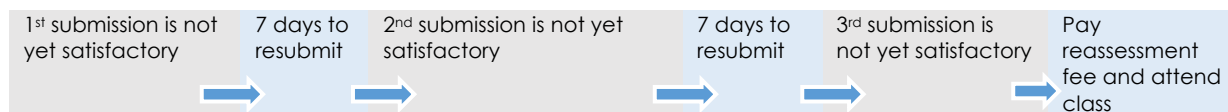
Students who do not attend class on assessment days or cannot submit their assessments on assessment days will be recorded as **no-show** students.

No-show students will have to attend a **reassessment class** and pay **no-show fee** (\$150 per assessment for theory assessments; \$400 for practical assessments in the kitchen; \$200 for logbook assessments) to complete their assessments. After you pay your 'assessment no-show', you will be notified of the date(s) of your reassessment classes. You must contact the College if you are a no-show student and want to complete your assessments.

## Reassessment (if your assessment result is not yet satisfactory)

When your assessment is marked as 'not yet satisfactory/competent', you have **7 days** after marking to correct and resubmit your assessment.

You have **2 more free** attempts after the 1<sup>st</sup> submission to submit your assessments. After 3<sup>rd</sup> attempt, you will have to pay reassessment fee (\$150 per assessment for theory assessments; \$400 for practical assessments in the kitchen; \$200 for logbook assessments) and attend reassessment classes.



If you do not submit your reassessment within 7 days, you have to pay reassessment fee and attend reassessment classes.

## Course Variation Requests

You need to complete a Course Variation Form if you wish to apply for a course variation. This form can be downloaded from the website.

### Suspension requests

Normally, students cannot have breaks during a study period. However, if you have compassionate or compelling reasons, you can request a suspension.

Suspension of your course means to put your enrolment at the College on hold for a maximum of 3 months.

Suspension of your course might affect your CoE and student visa. You might also be subject to extra fees, such enrolment fee during suspension period.

### Withdrawal/Transfer Requests

You can request for a withdrawal from your course. For your withdrawal request to be assessed, you must pay withdrawal application fee (\$250). Paying this fee does not guarantee that your request will be approved.

Withdrawal requests can be approved under limited conditions:

- If you are returning your home country for good.
- If your visa status has changed
- If you have compassionate or compelling reasons

According to the law, you cannot transfer to another provider without your current College's release if you have not finished the first 6 months of your principal course. Principal course is your final course with us. Your transfer requests in those cases might only be approved under limited circumstances in line with the policy.

## Complaints and Appeals

**Complaint:** A complaint is about a service, a product or an action you are not happy with. You can complain about:

- Student services
- Training and assessment by trainer
- Premises
- Services of your education agent

Appeal: It is about a decision of the College you are not happy with. You can appeal:

- The College's decision to cancel your enrolment
- Assessment outcomes
- A complaint outcome

The College has well-established Complaints and Appeals process. If you want to make an appeal or complaint, please fill out Student Complaint Form or Student Appeal Form on the website and submit it to Student Services with your statement or evidence.

Your appeal or complaint will be assessed in a professional and fair way. You will be informed about the outcome of your appeal/complaint within 21 days.

## Frequently Asked Questions

*I can't find my classroom. There is no one in the classroom. What should I do?*

Your classroom might have changed. Please contact Student Services for details.

*I have problems with my Moodle account. Who should I see?*

You can see IT personnel on Level 2, 38 College Street; or you can send an email to [studentservice@aic.nsw.edu.au](mailto:studentservice@aic.nsw.edu.au).

*I do not know my timetable. What should I do?*

All students receive their timetables prior to the commencement of the term. If you have not received your timetable, your email address at the College might be wrong, or the email might have gone to spam folder. Please see Student Services as soon as possible.

*I received my timetable, but I want to change it. Can I change my timetable?*

Timetable changes are allowed within the first 2 weeks of the term. However, your requests are subject to availability of timetables and capacity.

There may not be other alternative timetable or the capacity might be full.

*I was sick and could not attend the class. Will I lose attendance?*

If you cannot attend a class because of medical reasons, you must provide a medical certificate to Student Services. We will still record you as absent, however, if your attendance falls below 80% we may not report you to Immigration if you have provided us with medical certificates.

*I did not attend assessment days because I was sick. Can I submit my assessment at home?*

If you cannot attend assessment days because you are sick, you are still required to submit your assessments under supervised conditions at the College. It means that you will have to attend reassessment classes to complete your assessments.

If you have medical certificate, any reassessment fees will be waived for you.

*My assessment was not yet satisfactory and I did not submit it within 7 days after marking. How can I resubmit my assessment?*

You have to pay reassessment fee (\$150 per assessment) and attend a reassessment class. See Student Services to arrange fee and reassessment classes.