



# Student Information Handbook

**Australian International College Pty Ltd (Trading as: Australian International College)**

ABN No: 17 122 041 267 | RTO No: 41215 | CRICOS Provider Code: 03456K

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## Welcome to the Australian International College

Congratulations on joining the Australian International College (Australian International College) learning community!

Australian International College is a Registered Training Organisation (RTO), offering high quality, industry-led skills development to meet the skills needs of businesses in the hospitality industry and business service.

The information contained in this Handbook has been developed to assist students or those considering undertaking a course with Australian International College. We want to make sure that you have access to all the relevant information as you embark on your learning experience. This handbook will help you understand your rights and responsibilities, to make informed decisions and understand how you can seek assistance when needed.

Please take the time to read it and if you have any questions, speak to your trainer or any of the friendly staff at Australian International College.

We encourage you to actively engage in our community of learners and trainers. As a Learner at Australian International College we always welcome and encourage your input and feedback on how we can improve. Your input will help ensure we continue to improve the learning experience and outcomes you expect and deserve.

I would like to personally welcome you to Australian International College and hope that your learning experience will be stimulating and productive. Please let us know if you need our assistance at any time to ensure that your time with us is as pleasant and rewarding as possible.

Best wishes as you begin your learning experience with us,

Dr Stephen Rainer

PEO, Australian International College

### College contact details

The Chief Executive Officer, Academic Manager and Student Administration Manager can be contacted as indicated below:

Head Office	Ground Floor, Hyde Park Plaza Hotel, 38 College Street, Darlinghurst NSW 2010		
Course Delivery Location	Level 2 and Ground Floor, 38 College Street, Darlinghurst NSW 2010		
Phone	02 80570837		
Email	peo@aic.nsw.edu.au	Web	www.aic.nsw.edu.au

Send all documents to the Head Office address.

### College Hours

Office hours:

#### Monday-Friday

09.00 am – 6.00 pm.

#### Saturday-Sunday

Reception is closed

# Australian International College

## Registered Training Organisation

As a registered training organisation the Australian International College is bound to comply with the VET Quality Framework, the National Code of Practice 2018 and other requirements specified by the Australian Skills Quality Authority (ASQA).

A copy of the National Code of Practice 2018 is located in the administration office of your campus and is also available for download from <http://www.education.gov.au/quality-and-legislative-frameworks>

## Courses Offered

The Australian International College is registered by ASQA to offer nationally accredited qualifications. We provide training and assessment services in the area of Hospitality.

The nationally recognised qualifications on our scope of registration that we are currently offering to International Students are as follows:

- SIT40516 Certificate IV in Commercial Cookery (CRICOS Course Code 091555M)
- SIT50416 Diploma of Hospitality Management (CRICOS Course Code 091079A)
- SIT60316 Advanced Diploma of Hospitality Management (CRICOS Course Code 091553B)

## Enrolment Procedure

The following are the steps in the enrolment procedure:

- You first must access information regarding the college on the web including fee structure, refund policy and enrolment procedures
- You then complete an application form and collect other documents relevant to the application i.e. certified evidence English language level, a written explanation, in English, of reasons for studying in Australia, copy of passport and any other supporting documentation. This is forwarded to Australian International College for initial assessment
- The College checks your enrolment documents and the evidence of your English language proficiency and determines any special support needs you may have
- Once the documents and your English language proficiency have been checked and it has been confirmed that you have met the entry requirement, a Letter of Offer/Formal Written Agreement will be sent to you for signing
- If you have enrolled as a package studying ELICOS with another provider, a conditional offer letter will be issued and send to you for signing.
- Once the college receives the signed Written Agreement and the tuition fee deposit, materials fee and enrolment fee, your information is entered into PRISMS and an electronic confirmation of enrolment (ECoE) is created and sent to you along with a letter outlining what you are required to do upon arrival in Australia
- If the formal written agreement is returned unsigned, it will be sent back to you to be signed and returned. All fees paid are held until the formal written agreement is signed by you and returned.
- You are given an identification number and a database record is established
- Prior to commencement of your course, you are sent a welcoming email with the date and time of your Orientation Program.

Once you arrive at the Australian International College:

- Students with conditional ECoE of English requirement, have to show the evidence of meeting the English requirement before attending the Orientation day.
- You will report to Australian International College reception and speak to a Student Service Officer. You will be asked to complete an Enrolment Form including your contact details and

residential address in Australia. If you have any questions or concerns, they will be answered by the Student Service Officer.

- Your Enrolment Form will be passed to an administration assistant who will enter this information into the Student Management System.
- You will then attend the Orientation Program at the beginning of the first study block as outlined in the email sent to you.
- You will meet with the Academic Manager and trainers during Orientation. The student service officers will confirm the course you have enrolled into and take copies of original documentation such as your Passport, Student Visa and IELTS results.
- You will be provided with a copy of your timetable and allocated class.

## Student Orientation

When you arrive at Australian International College you will receive a short orientation session in your first class at the College. The orientation session covers the information listed below, and you will be provided with a tour of the College and facilities. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to provide an introduction to studying at the College.

### Prior to commencement of class

Please locate and read the following information in this handbook:

- The Australian study environment and living in Australia
- Student support
- Assessment
- Recognition of prior learning / Course Credit
- College contact people
- Complaints and appeals process
- Critical incident procedure
- Plagiarism and cheating
- Student code of behaviour
- Attendance and course progress
- Keeping address and contact details up-to-date
- College facilities and resources
- Student obligations under the ESOS Act
- Emergency procedures
- Legal services
- Health and welfare services
- Australian International College Policies and Procedures
- Student Credit Transfer application form
- Student deferral, suspension or cancellation application form
- Student refund application form
- Student RPL application form
- Student complaints and appeals form

### In your first class

At the commencement of your first session your trainer will detail and explain the following;

- Learning and assessment program
- Work Health & Safety requirements
- Facilities and equipment
- Assessment requirements
- Questions

## **Your Student ID Card**

To promote a safe learning environment, all students are issued with an Australian International College Identification Card, containing:

- Photograph
- Full name
- Date of birth
- ID number
- Course name
- Course commencement and completion date

Students are required to have their Identification card with them at all times while on Australian International College's campus.



## Information for Students

### College facilities

The College is located in the Central Business of Sydney and has very convenience access to trains and buses. The College has general-purpose classrooms, Internet access, student facilities for study, library and computer access. The College has computer facilities with the latest software. Further detailed information can be obtained by contacting the Student Services & Administration Manager.

### College Academic Calendar and Intakes

The academic year of Australian International College is 40 weeks divided into 4 terms of 10 weeks for every term. The course duration is based on a minimum of 20 scheduled course contact hours per week. Students must study a minimum 20 hours per week. Students are only allowed to take breaks during the public holidays and nominated college holidays.

### Course Completion

Generally, students are expected to complete their course within the duration of study as recorded on CRICOS.

Australian International College may extend the duration of a student's course only in the following circumstances:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class); or
- In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required).
- Where Australian International College is unable to offer a prerequisite unit at the time it is required;
- Where Australian International College is implementing an intervention strategy for students at risk of not meeting academic progress requirements;
- Where Australian International College has approved the deferral of commencement of studies or the suspension of study.

Students may request a change to their course by completing the relevant student request form. Any extension to the duration of a student's course will be notified by Australian International College on PRISMS and if necessary a new eCoE issued.

### Course Timetable

Timetables are subject to change each term. Timetables will be emailed approximately 1-2 weeks prior to the commencement of the next term. New students will receive their timetable at orientation.

Students have 16 hours of face to face and 4 hours of self-paced learning per week.

### Course Delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

### Course Assessment

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class or simulated industry environments, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.

Assessment is conducted in accordance with the National Assessment Principles. Assessment is competency based against the standards outlined in the units of competency in the Training Package.

It may include:

- Assessment to determine your training needs
- Assessment during the training to judge how you are progressing
- Assessment of performance at end of the units of training
- Recognition of prior learning or recognition of current competency

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Assessments are completed under supervised conditions on scheduled assessment day/s in the classroom. The duration of an assessment varies depending on the complexity of the unit. However, a unit assessment is typically 4-8 hours in duration. The assessment day/s will be notified to students by the trainer in the first week of the delivery of the unit.

### **Assessment submission**

Each student is provided with a Moodle account in the beginning of their course. Assessments must be submitted online through Moodle in specified file formats.

Practical observations are completed by trainers on the day of observation.

### **Assessment No-show students**

Students who do not attend the classes or fail to submit their assessments on assessment days will be identified as assessment no-show students. They will be subject to assessment no-show fee. They can only submit their assessments under supervised conditions on new assessment days to be organized by the college.

### **Assessment outcomes**

- Students will be awarded C = Competent on completion of the unit when the assessor is satisfied that they have completed all the assessments and have provided the appropriate evidence required to meet all criteria. If students fail to meet this requirement they will receive the result NYC = Not Yet Competent.

### **Re-assessment**

1. Students have 7 days to resubmit their assessments where they were deemed to be not yet competent. Submissions after 7 days will be subject to reassessment fee and can only be submitted in reassessment classes.
2. Students have maximum of 3 attempts to be deemed to be competent in a unit of study. Further attempts will be subject to reassessment fee.
3. If student does not pass the subject on the fourth attempt, it will be recorded as the unit is not completed. Students may have to repeat the subject at the student's own expense when the subject is being offered the next time round.

### **Certificate IV Commercial Cookery practical assessment procedures:**

- If you have missed one or more practical classes before an assessment day, you may not be allowed to take the assessment because your attendance is lower than 80% for that unit.
- If you miss a class due to difficult circumstances (e.g. medical problems or bereavement), you are still unable to take the assessment. You will need to contact Student Services to arrange a reassessment class.
- Practical assessments have a \$400 reassessment fee. This is to cover the extra operating costs required to conduct the reassessment.

## Work placement

Hospitality courses have a compulsory work-placement/practical component under some units of study. These units of study require students to complete a specified minimum of hours of work placement in commercial cookery and hospitality environments. The college will help students find work placement. Students may be allowed to complete work placement component in their work place if approved by the college. The hours of work placement are presented below:

Qualification	Required work placement hours
SIT40516 Certificate IV in Commercial Cookery	400 hours (20 weeks)
SIT50416 Diploma of Hospitality Management	200 hours (10 weeks)
SIT60316 Advanced Diploma of Hospitality Management	200 hours (10 weeks)

## Reasonable adjustment

Students who have special needs may be allowed reasonable adjustment in accordance with the Australian International College Access and Equity Policy. This means that there may be modifications to the way in which evidence of a student's competence is gathered, however, it must not change the standards or outcomes that must be achieved.

During the course your trainer marks your assessments and pass all competent assessments to student services who will maintain your individual assessment records in hard and soft copy. You may ask your student services or the Academic Manager to see your records at any time.

## Right of Appeal

If you are not satisfied with the results of your assessment, you have the right to appeal the results under the College's Complaints and Appeals Policy.

## Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer, students must complete the Credit Transfer application form and attach copies of verified documents to support the application. The student may have to make an appointment with the Academic Manager for credit transfer. There is no reduction in tuition fees if Credit Transfer is applied for or granted

## Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian universities. The College has no special arrangements with any Australian university and there is no guaranteed entry into university programs. As a general rule, students with high marks will have the best chance of being accepted by a university.

## Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the College RPL application form which will be available during orientation. RPL in a unit will only be granted

if students complete the College RPL assessment requirements for that unit by providing a portfolio of evidence. The Academic Manager will assist you in this process.

### **Qualifications to be issued**

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which units of competency they have completed. Australian International College will issue all AQF qualification and statement of attainment within 30 days of the training programs completion.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

### **School-aged Dependents**

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales, it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

### **Protection for overseas students**

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at [cricos.education.gov.au](http://cricos.education.gov.au). CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

## **Transfer / Withdrawal / Suspension and Holiday Requests**

- Evidence such as flight tickets, medical certificates, death certificates must be submitted with relevant requests.
- A fee of \$250 is applicable to process withdrawal and transfer requests. Paying this fee does not guarantee that the requests will be approved.
- For all requests to be processed, students must have paid all tuition fees up to the date of the request.
- All refunds are subject to Refunds Policy.
- All requests are subject to relevant policy and procedures.

### **Student Transfer**

In accordance with the National Code 2018, overseas students are restricted from transferring from their principal course of study for a period of six months unless provided evidence that they have been released by their provider in PRISMS. This restriction also applies to any course(s) packaged with their principal course of study.

Students must inform four weeks in advance about their intention to discontinue studies. Failure to do so may incur charges when students require any document from Australian International College.

Australian International College may release students only if they meet the requirements for being released under the relevant policy and procedures.

All applications will be decided upon on a case by case basis in accordance with overseas students' transfer policy.

It is a requirement under the National Code for colleges to assess requests for release from their international students who request to change provider prior completing the first six months of their principal course. The college may grant a release in accordance with the relevant procedure and policy, and if it is refused, reasons for the refusal will be documented in writing within 10 working days. The student will be informed of their right of appeal using the college's complaints and appeals procedure.

### **Deferment**

If you have not commenced your studies and wish to defer your studies more than 14 days but less than 3 months, you are required to fill the relevant student request form for deferral of studies and explain the reason for your request in writing. Your deferral request will be approved for the following reason only;

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies
- A traumatic experience which could include:
  - ✓ Involvement or witnessing of a serious accident
  - ✓ Witnessing or being the victim of a serious crime (accompanied by a doctor's certificate or police report)
- Where the registered provider was unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to a delay in receiving a student visa

### **Advancement requests**

- Advancement requests can only be made before the commencement of the earlier intake date.
- Advancement requests can only be accepted if there are compassionate and compelling circumstances\* defined in the policy or if there is a delay in receiving student visa.
- When an advancement is approved, the CoE will be changed accordingly which might affect the student visa. The college is not responsible for the problems which might be caused by the inconsistency between the duration of the CoE and student visa.

### **Suspension requests**

- Suspension requests can only be approved if there are compassionate or compelling circumstances\* defined in the policy.
- Students can only apply for a maximum 3 months of suspension.
- Approved suspensions might result in extension of CoE. It is students' responsibility to take required action and advice for possible effects this extension on student visa.
- All fees due during the suspension period must be paid unless other arrangements are made with the college.

### **Cancellation/Withdrawal (initiated by the student)**

If you are currently studying and wish to withdraw from your studies, you are required to fill a student request form for withdrawal of studies and explain the reason for your request in writing. Your suspension request will be approved for the following reason only;

- Your student visa status changed
- Returning to home country
- Exceptional compassionate or compelling circumstances

A fee of \$250 is applicable for withdrawal requests to be processed. Paying this fee does not guarantee that the request will be approved.

## **Cancellation (initiated by the college)**

Students' enrolment might be cancelled on the following grounds:

- Student misbehaviour, in cases where the student has breached the College Code of Conduct for Students
- Student who has gained admission to the college by misrepresentation, by falsification of documents or by other fraudulent means or
- Student who has failed to fulfil the normal requirements for admission or enrolment, or
- Student whose payment has been overdue for more than 2 months (except if otherwise agreed)
- Student who has failed to meet course progress requirement
- Student's CoEs will be cancelled for any courses packaged with the principal course of study

## **Complete Course Early**

Students wishing to complete their course early may have to pay early completion fees. Last term fees must be paid before commencing the early completion subjects. Students will need to apply for a new visa within 28 days after early completion date (if necessary).

## **Student Support Services**

Australian International College supports students to adjust to study in Australia, to achieve their learning goals and to achieve satisfactory progress towards their learning goals and meeting the learning outcomes of the course.

Australian International College assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program.

## **First Point of Contact**

Australian International College staff are always available to assist you in times of stress or pressure during your course. Contact the Student Services Manager or any of the student support team if you need help or advice.

The Student Services Manager is also the first point of contact if you are involved in or witness a critical incident. Should the Student Services Manager not be available at the time, then you should immediately contact one of the other support team members located at Reception.

Contact Detail is:

Name: **Ms. Natthaphasorn Thimsat**

Phone: **02 8057 0837**

The Student Services Manager may refer a student's enquiry or concern to a Student Service Officer, Academic Manager or other department personnel'

## **Critical Incidents**

If you are involved in a critical incident you should contact a Student Service Officer.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault

### **Emergency Procedures**

Upon hearing the evacuation alarm, all Australian International College students must immediately move to their designated assembly area and follow the instructions given by staff. The building must not be re-entered until you are instructed to do so by emergency personnel.

If the evacuation alarm sounds:

1. Go to the nearest safe fire exit as directed by Staff
2. Only take your personal belongings
3. Do not use lifts or telephones
4. Advise a first aid officer of any injured person as soon as possible

Any person confined to a wheelchair should remain in a designated safe exit stairwell with a volunteer helper until emergency services/personnel arrive to transport them from the building. Students and untrained staff should not attempt to bring wheelchairs downstairs.

When you get outside, go to the nominated assembly area and remain in class groups

Students and trainers must refer to the relevant workplace WHS Policy and Procedures for information about Workplace Health and Safety Officers.

On Australian International College premises, employees and students are to refer to the CEO in relation to WHS matters or the Academic Manager.

### **Advice and Counselling**

Australian International College will ensure that international students receive adequate orientation, information and advice on accommodation, counselling, health and welfare services, and assistance in accessing additional educational support.

Students will be directed to external counselling if required. A list of relevant contacts and support agencies will be provided on request.

### **Overseas Student Health Cover**

Overseas Student Health Cover (OSHC) is a government requirement. Family includes the student, the spouse of the student and any dependent children of the student up to 18 years of age who have been authorized to enter and remain with the student and who are residing at the same place of residence as the student in Australia.

All students are required to have Overseas Student Health Cover (OSHC). The college can organize OSHC for students through BUPA in the enrolment stage.

For information on Health Insurance, please see:

<https://www.border.gov.au/Trav/Stud/More/Health-Insurance-For-Students>



## Student Attendance and Course Progress

The College has documented attendance policies and procedures to ensure that students are aware of their attendance requirements as the Department of Home Affairs requires international student on student's visa to study at the college 20 hours per week.

Attendance is calculated over the duration of each term.

- Your attendance is recorded at the beginning and the end of each class you attend.
- In accordance with the conditions of your student visa, you have to maintain minimum 80% of attendance in a study period. If your attendance falls below 80%, you will be reported to the Department of Home Affairs in accordance with monitoring attendance policies and procedures.
- By not attending your class you may risk failing your subject which will affect your academic progress
- See attendance monitoring procedure below:

### Attendance

The College has documented attendance policies and procedures to ensure that students are aware of their attendance requirements as the Department of Home Affairs requires international student on student's visa to study at the college 20 hours per week. All overseas students have to maintain 80% of attendance in a term in accordance with their student visa conditions. If your attendance falls below 80%, you will be reported to the Department of Home Affairs in accordance with monitoring attendance policies and procedures.

Attendance is calculated and monitored in a study period and over the duration of your course.

- Your attendance is recorded at the beginning and the end of each class you attend.
- When your attendance falls to **90% or below**, you will receive the **1<sup>st</sup> warning letter for attendance**.
- When your attendance falls to **85% or below**, you will receive the **2<sup>nd</sup> warning letter for attendance**.
- Apart from the percentage of your attendance, you will receive **consecutive absence warning letter** if you are absent for more than 5 consecutive days without approval from the College. These days do not need to be adjacent to one another.
- Warning letters are sent to you before your attendance falls below 80% aiming to make you aware of your attendance which can be at risk in terms of meeting requirements.
- After each warning letter/notification, students must see the Academic Manager/Student Services Officer to discuss the possible reasons behind non-attendance and possible actions which can be taken to solve the problems with the attendance.
- If your attendance falls below 80% in a study period, you will receive the **notification of intention to report**.
- After receiving the intention to report, you will have 20 working days to appeal to this decision. Please note that the College can only approve your appeal if you have compelling circumstances affecting your attendance.
- If you do not appeal to decision of intention to report within 20 working days, you will be reported to the Department of Home Affairs because of unsatisfactory attendance.

### Self-study attendance

For the purposes of self-study, students must engage in discussion activities posted on Moodle by trainers every week.

Trainers post self-study tasks mostly on Monday each week, and students are expected to provide sufficient responses to the tasks until Sunday. If a student does not respond to any task in a week, he/she will lose attendance of 4 hours for that week.

Please note that posting and due dates of the self-study tasks might change based on the delivery dates or some other circumstances. Trainers will inform students of the due dates in their forum posts.

Self-study attendance is integrated to overall attendance. Failure to engage in self-study activities will result in loss of overall attendance.

### **Academic Progress**

If you fail more than 50% of the units in a study period, it means that you have unsatisfactory course progress. Students who are at risk of unsatisfactory course progress will be e-mailed the **1<sup>st</sup> warning letter for course progress**.

If you receive the 1st Warning Letter for course progress, you must come to the College and attend an interview with the Academic Manager or student services officers. The Academic Manager/ Student Services Officer will implement an intervention program available for you at this critical stage of your course. Failure to maintain satisfactory course progress may result in the cancellation of your student visa.

If you do not attend an interview with the Academic Manager/Student Services Officer within 14 days after receiving the first warning letter or if you fail to keep up with course progress in line with intervention plan, you will be e-mailed **the 2<sup>nd</sup> warning letter**, which will require you to attend an interview with the Academic Manager to discuss your academic progress.

If you do not attend an interview after the second warning letter, or fail to comply with the intervention strategies, you will be sent the notification of **intention to report for course progress**, after which you will be reported to the Department of Home Affairs for breaching your visa conditions.

### **Intention to Report**

The college is required by law to report the students who do not meet the course progress and/or attendance requirements. If you fail to attend interviews after warning letters or to comply with the intervention support plan agreed in the meetings, you will be sent a 'Notification of Intention to Report' letter, in which the college's intention to report you to Department of Home Affairs because of breaching visa conditions is detailed. If you receive a Notification of Intention to Report you will have 20 working days to appeal this decision to the College.

If you do not appeal within 20 working days and you are unlikely to achieve 50% pass for your course, the College will cancel your enrolment and report you to the Department of Home Affairs through PRISMS, which might have negative consequences on your student visa. The College will send you a letter to advise you of this action. Students may seek an external review of this decision. Students must notify the College of your decision for an external review to prevent the cancellation of your CoE.

### **Course Progress and Intervention Strategy**

The College implements appropriate documented Course Progress and Intervention Strategy policies and procedures to ensure that student course progress is monitored and reviewed, that Australian International College takes intervention action when a student is in danger of not progressing satisfactorily or completing their course and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students are met.

### **Intervention Strategies**

If a student is **at risk** of not making satisfactory academic progress, the Academic Manager together with your trainer and might establish a support program which may include one or more of the following:

- Attending 'catch-up' sessions
- Additional tutorials
- Attending counselling
- Receiving assistance with personal issues which are influencing progress
- Receiving mentoring
- Being placed in a suitable alternative subject within a course or a suitable alternative course or
- A combination of the above.

A record of the intervention measures implemented will be kept in your file and a copy will be given to you.

### **Right of Appeal**

If you are sent a warning letter advising you that you will be reported to DHA, you have the right to appeal. You will be informed of the appeals process and given 20 working days to make an appeal.

You might be contacted by the college to ask if you intend to activate the appeals process or what your intentions are in relation to the intention to report. Upon completion of the appeals period if you have not chosen to activate the appeals process, you will be informed that you will be reported to DHA on PRISMS for unsatisfactory course progress.

### **Appealing the intention to report**

You may appeal on the grounds of:

- The College's failure to record or calculate your progress accurately
- Compassionate or compelling circumstances
- The College's failure to implement the Intervention Strategy and the other policies according to its documented policies and procedures that have been made available to you

### **Successful appeals**

In the case of a successful appeal you will be given an action plan which will detail the work required to be completed so as to maintain compliance with your student visa. Should you fail to complete the action plan required by the College, you will be sent a further Intention to report letter. Students may seek an external review of this decision but must notify the College of this decision.

### **Unsuccessful appeal**

In the case of an unsuccessful appeal students may seek an external review of this decision but must notify the College of this decision. Your CoE will not be cancelled until the external appeal process is complete.

### **External Appeal**

You may inform the College of your right to seek an external appeal from an independent body within 10 working days of the date shown on the unsuccessful appeal outcome notice. Students who seek an external appeal are advised to continue studying to support their appeal.

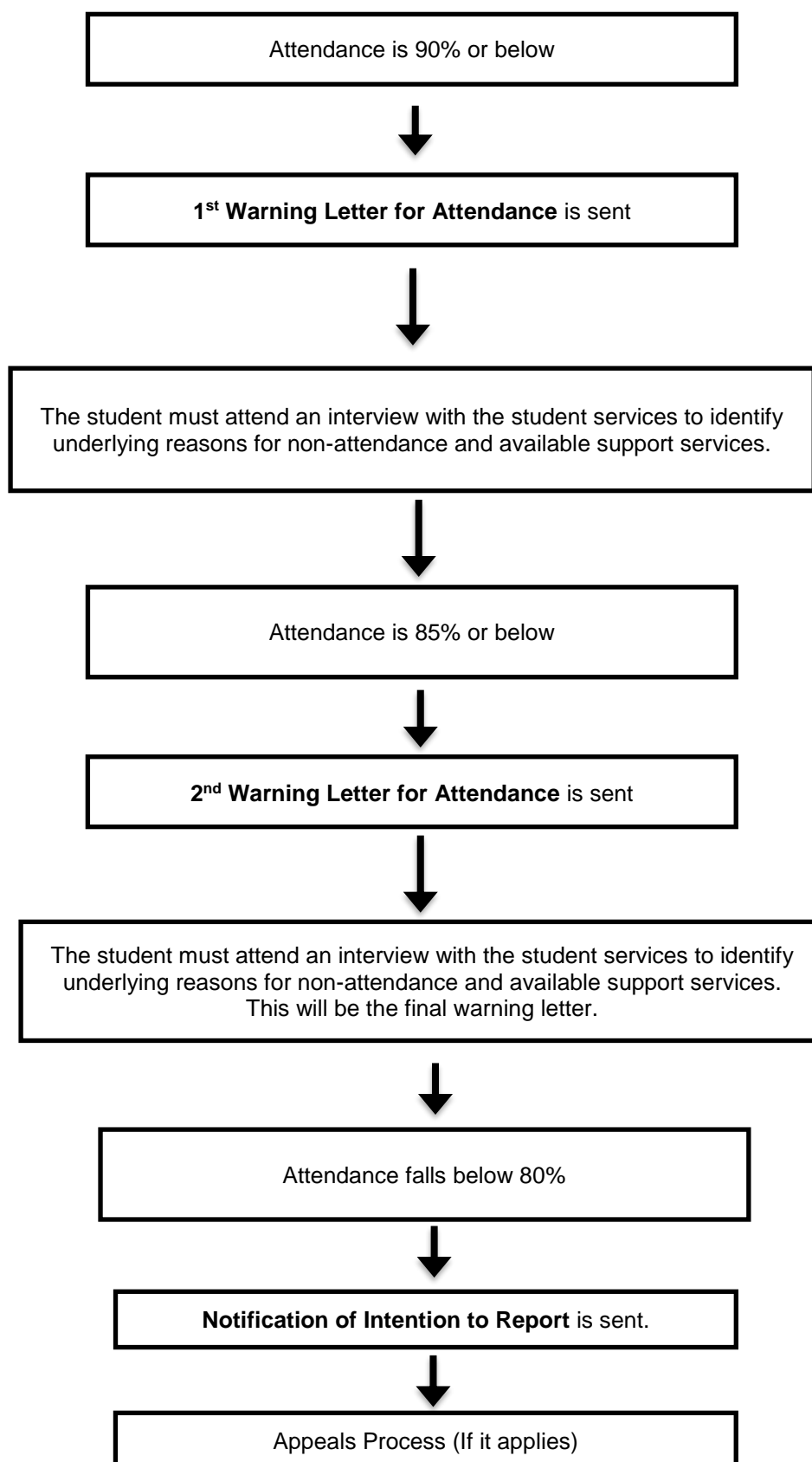
Students are not able to withdraw from the College or change courses if an Intention to Report Letter has been issued.

Students can find information from overseas students ombudsman website if they would like to seek external appeal.

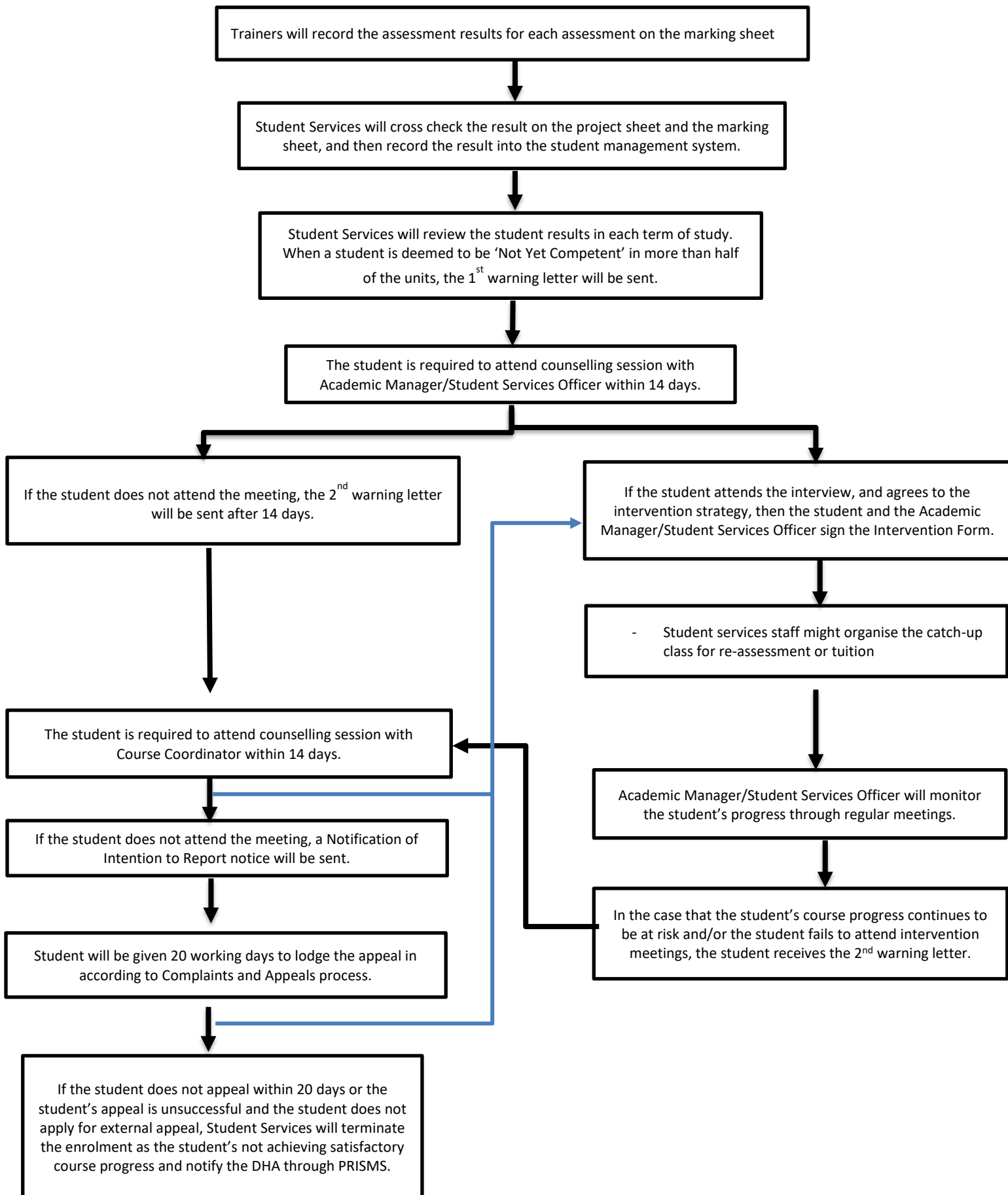
Overseas Students Ombudsman: <http://www.oso.gov.au/>

In the event that your enrolment is cancelled and you are reported to the Department of Home Affairs, the DHA might contact you directly using the details provided to them by Australian International College. It is important that your contact details listed with Australian International College are current at all times. However, it is students' responsibility to contact DHA and to understand possible consequences of CoE cancellation on their student visa.

### Monitoring attendance procedure chart



## Monitoring course progress procedure chart



## Fees and refund arrangements

### Fees and Charges

The fees applicable to each course and category of student and fee payment schedules are detailed in the applicable Student Application Form. Contact the College to obtain details.

All tuition fees include tuition, learner workbooks, assessment and course materials. Additional charges that may apply include:

ADDITIONAL NON-TUITION FEES		
Enrolment Fee	A\$300	Non - refundable
Chef's uniform, toolkit & materials fee (Commercial cookery courses only)	A\$900	Non - refundable
Materials fee (Hospitality Courses)	A\$250	Non - refundable
RPL fee	\$300/unit	Non - refundable
Credit transfer fee	A\$500	Non - refundable
Re-assessment (No-show) fee <sup>1</sup> (Theory Unit)	\$150 per unit	Non - refundable
Re-assessment fee <sup>1</sup> (cookery course—Practical Unit)	\$400 per unit	Non - refundable
Late payment fee	A\$150	Non - refundable
Withdrawal application fee	A\$250	Non - refundable
Change of installment plan fee	A\$100	Non - refundable
Change of class fee	A\$200	Non - refundable
Reissue Student Card	A\$20	Non - refundable
Other changes to CoE (deferral, advancement suspension etc.)	A\$50	Non - refundable
Printing fee	\$0.20 per page (BW) \$1.00 per page (color)	Non - refundable

### Refund Policy and Procedures

#### Process for Claiming a Refund

Refund application requests must be made in writing to the Principal on the student Refund Request Form (available from Reception and on the website) together with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. The enrolment fee is not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

Refunds given will be recorded in the College accounting system so that each student's financial status is known.

#### Student Default

The student will be deemed to have defaulted if he/she cancels their course, does not commence the course on the commencement date, and/or fails to comply with Terms and Conditions of Enrolment and/or conditions of their visa conditions.

In cases where the student defaults, the college will refund fees paid by or on behalf of the student in accordance with the Cancellation and Refund Policy within 28 days after receiving written notice.

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<sup>1</sup> This fee is charged when the student does not attend the class on scheduled assessment date. All students have 2 attempts for each assessment. If a student is still deemed to be Not Yet Competent after the second attempt, he/she will be subject to reassessment fee.

\$300 Administration Fee will be applied if the student cancels the course. The administration fee is applicable in any case.

The amounts of refund depend on the date when the written notification for cancellation is received by the college.

- If student cancels the course more than 28 days prior to commencement date of the course, the college will refund 70% of tuition fees and material fees paid.
- If student cancels the course less than 28 days but more than 7 days prior to commencement date of the course, the college will refund 50% of tuition fees and material fees paid.
- If student cancels the course 7 days prior to the commencement date of the course, the college will issue no refunds.

If a student breaches his/her visa conditions, does not pay fees on time, or has their enrolment suspended or cancelled, no fees will be refunded to the student.

In any case of student default, Enrolment Fee, CoE Issue Fee, Credit Card Transaction Fee and Accommodation Placement Fee are not refundable.

Where 2 or more courses are packaged, the conditions apply to all elements. If enrolment fee is waived due to special conditions/offers, all refunds attract an administration charge of \$300. Please note that for packaged courses, the course start date is taken to be the start date of the first course.

### **Student Default (Visa refusal)**

In the case of visa refusal, students will receive refunds in accordance with the Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014.

In any case of visa refusal, Administration Fee of 300\$ will be applied by the college.

In any case, enrolment fee, CoE Issue Fee, Credit Card Transaction Fee and Accommodation Placement Fee are not refundable.

Fees of Overseas Student Health Cover will be refunded in accordance with OSHC company's refund policies.

### **Provider Default**

The college reserves its right to cancel a course and/or enrolment prior to commencement date. If the college cancels a course prior to commencement date, cannot commence a course on agreed date and/or cannot deliver a course in full, these cases will be classified as Provider Default.

In the case of provider default, students will receive refunds in accordance with the Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014.

The refund will be paid within 14 working days of the day on which the college defaults on the commencement or delivery of the course.

Alternatively, the student may be offered enrolment in an alternative course by the college at no extra cost to him/her. They have the right to choose between a refund as outlined above, or to accept a place in another course. If they choose placement in another course, they will be asked to sign a document to indicate that you accept the placement in another course without payment of a refund.

If the college is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) operated by Australian Government will be responsible for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another college that will accept them into an alternative course.

In any case, enrolment fee, CoE Issue Fee, Credit Card Transaction Fee and Accommodation Placement Fee are not refundable.

### **Tuition Protection Service**

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

The Tuition Protection Service website is <https://tps.gov.au/>

### **Outstanding/missing payments**

Students who do not make instalment payments by the due date may be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the week, the student might have their enrolment cancelled.

If students have outstanding payments, the College might send the missing payments to a debt collector or lawyer to collect the fees on behalf of the College. This might affect students' financial history in Australia negatively. It applies even after a student's enrolment is cancelled either by the College or the student's request. In circumstances where a student's enrolment is cancelled, payments must be up-to-date until the date of cancellation.

### **Fee changes**

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

### **Other information & conditions**

Students must notify the College of changes of address, telephone number, email address and fax number within 7 days of the change. This is required so that students can be contacted and receive important information which may affect their course or their enrolment.

On commencement and at least every six months whilst you are enrolled at the College, you might be asked to review and update your contact information with the College.

The written agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Students are entitled, at no additional cost, to a formal Statement of Attainment on course withdrawal or cancellation, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.



## Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by a registered training organisation need to have a **Unique Student Identifier (USI)**. The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life.

When you create your USI number, you will have a USI account. Your USI account will contain all of your nationally recognised training records and results completed by you from 1st January 2015 onwards. This will make it easier for you if you need to confirm your qualifications for a new job or if you wish to start your studies with another training organisation.

If you do not have a USI, then Australian International College cannot issue you with testaments, Records or Results or Statements of Attainment.

It is Australian International College's Policy that all new students must supply the College with their USI on or before their orientation day.

### How do you apply for a USI?

Applying for a USI is simple, and free.

- a) Apply for your USI by yourself online.
  - Go to the USI website: [www.usi.gov.au](http://www.usi.gov.au)
  - Click on the 'Students' link and follow the instructions to create your own USI.

You will need one of the following forms of identification to complete your application:

- Driver's Licence
  - Medicare Card
  - Australian Passport
  - Non-Australian Passport (with Australian Visa) for international students
  - Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
  - Certificate of Registration By Descent
  - Citizenship Certificate
- b) Our Student Services Officer will help you to apply for USI if you wish. You can use the computer facilities at Australian International College to make your application with the assistance of the Student Services Officer.

The students must be confirmed USI through the orientation program.

You can for more information about your USI at the following links:

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

<http://www.industry.gov.au/skills/RegulationofVET/UniqueStudentIdentifierForVET/Pages/default.aspx>

## Legislative and Regulatory Requirements

Australian International College is bound by and operates within the following legislative and regulatory requirements:

- *Education Services for Overseas Students (ESOS) Act 2000*
- *ESOS Regulations (2001)*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018)*
- *Standards for RTOs 2015*
- *VET Quality Framework (VQF)*
- *National Vocational Education and Training Regulator Act (2011)*
- *Human rights and Equal Opportunity Commission (HREOC) Act 1996*
- *Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)*
- *Commonwealth Racial Discrimination Act (1975)*
- *Commonwealth Industrial Relations Act (1998)*
- *Commonwealth Sex Discrimination Act (1984)*
- *Commonwealth Industrial Relations Reform Act (1993)*
- *Commonwealth Racial Hatred Act (1995)*
- *Commonwealth Disability Discrimination Act (1993)*
- *NSW Anti-Discrimination Act 1977*
- *Copyright Act 1968*
- *Equal Employment Opportunity Act*
- *Work Health and Safety Act (2011)*
- *Work Health and Safety Regulations 2011*
- *Workers Compensation Act*
- *NSW Anti-Discrimination Act 1977*
- *Workers Rehabilitation and Compensation Act (1986)*
- *Migration Act 1958*
- *Privacy Act (Commonwealth)*
- *State Food Safety Act*

Copies of these available at web site [www.austlii.edu.au](http://www.austlii.edu.au)

### **Work Health, Safety Act and Work Cover NSW**

Australian International College guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

Your trainer will talk to you about emergency evacuation procedures during the first lesson. In an emergency situation, you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students in front of the building for a roll call check.

Smoking is not allowed in any area of the college. If you wish to smoke you must leave the premises.

You are responsible for:

- Always conducting yourself in a safe and healthy manner.
- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- Refraining from smoking
- Refraining from drinking alcohol whilst on the premises
- Refraining from drinking and/or eating in the classrooms.

### **Anti-Discrimination**

Australian International College is committed to providing a fair and equitable college for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:

- Ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the college.
- Reporting any discriminatory behaviour or harassment to your trainer.

### **Access and Equity**

Australian International College provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course.

Recruitment to Australian International College is carried out in an ethical manner in accordance with Access and Equity principles

*Your trainers will:*

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

Should you have any access and equity issues you may approach your trainer in the first instance. If you do not wish to do you may contact the College's designated Access and Equity Officer – The Principal.

## Student Support Services

### Student Support

The Australian International College is committed to providing high quality support services to meet the needs of all students enrolled with the College.

The College staff are available to provide general advice and assistance with matter such as:

- **Studying**  
Students who are experiencing difficulties with study must contact the Academic Manager for further assistances.
- **Counselling**  
Our multilingual Student Services & Administration Manager has an extensive knowledge of Australian International College programs and services, as well as other educational and vocational pathways, so we can help you see 'the big picture'. We can also give you help or advice on general health related issues, personal problems, and referral to other services such as legal, medical & etc.
- **Information Technology (IT) support**  
Our IT Officer can help you or advice on general IT related issues.
- **LLN Support**  
In the case of students who require language and literacy and Numeracy support, you will be referred to the Academic Manager.

### Who to go to for help

Student Services:

Name: **Ms. Kultida Sukprasert (Noonie)**

Phone: **02 8057 0837**

Student Services Manager:

Name: **Ms. Natthaphasorn Thimsat (Nui)**

Phone: **02 8057 0837**

Principal Executive Officer

Name: **Dr. Stephen Rainer**

Phone: **02 8057 0837**

### Student Welfare Services

Students requiring special or intensive assistance must contact the trainer or the Academic Manager who will provide additional support and/or counselling as appropriate. These services are provided with no additional cost to the student. If required, the College will refer students to an external support service. If the College refers the student to external support services, the College do not charge for the referral. Students requiring individual training needs must contact the Academic Manager for further assistance.

### A range of services and useful contacts:

Fire, ambulance and police emergency	Phone 000
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Translating and Interpreting Service	Phone 131 450
Life Line 24 hour Counselling, Advice and Referral Services	Phone 131 114
Complaints or problems	<a href="http://www.oso.gov.au">www.oso.gov.au</a>
CRICOS Legislation and regulation	<a href="https://internationaleducation.gov.au/Regulatory-Information">https://internationaleducation.gov.au/Regulatory-Information</a>
International Student Legal Advice	9698 7645
Work Health & Safety	<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>
Protection of student fees	<a href="http://www.tps.gov.au">www.tps.gov.au</a>
NSW Transport Information (Bus/Train/Ferry)	131 500
RTO and CRICOS registration	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Study Information	<a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>
Lifeline (crisis support)	131 114
Alcohol and Drug Information Service	9361 800
Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732
Department of Immigration and Border Protection	131 881
St Vincent's Hospital	8382 1111
NSW Multicultural Health Communication Service	9816 0347
Family Planning (for pregnancies)	8752 4300
Sydney Sexual Health Centre (for sexually transmitted diseases)	9382 7440

## Complaints and Appeals procedure

**Complaint:** a statement from a person (the complainant) that a product or service or action is unsatisfactory or unacceptable. Examples of complaints include, but are not limited to:

- student services support received by students
- training and assessment delivered by trainers/ assessors
- assessment outcomes
- services provided by education agents acting on behalf of the college

**Appeal:** A request by a person (the appellant) to reverse a decision made about that person. Examples of when a person could submit an appeal include, but are not limited to:

- a complaint not being substantiated
- a decision to cancel a student's enrolment because of not meeting attendance, course progress or course fees payment requirements
- assessment decisions made by a trainer/ assessor

### Procedure – Complaints:

#### *Informal Complaint Resolution*

- In the first instance, an informal attempt is made to resolve a complaint
- The complainant is encouraged to raise their concerns directly with the relevant party to resolve the complaint, for example, Student Services, a trainer, Academic Manager or PEO.
- A written record is recorded of such informal complaints
- Relevant personnel are informed of the informal complaint and corrective action is taken, where appropriate, to eliminate or mitigate the likelihood of reoccurrence

#### Formal complaints:

- Formal complaints must be submitted in writing using the Student Complaint Form available from the college's website.
- The Student Complaint Form requests that the complainant submit supporting documentation to support their complaint.
- The Student Complaint Form and supporting documentation may be submitted to the college by hand or by email to [studentservice@aic.nsw.edu.au](mailto:studentservice@aic.nsw.edu.au)
- The Student Services Department sends the complaint documentation to the Academic Manager via email immediately on receipt from the complainant
- The Academic Manager will acknowledge receipt on the complaint within two working days of receipt of the complaint from Student Services

- The Academic Manager will also advise the complainant that the college will endeavour to finalise the complaint with 20 working days from receipt of the complaint from the complainant and that additional support documentation may be requested from the complainant while the complaint is being investigated
- The Academic Manager will commence assessment of the complaint within 10 working days of it being made
- The assessment of the complaint will be conducted in a professional, fair and transparent manner
- The Academic Manager will investigate the complaint. Investigation of the complaint may include, but is not limited to the following:
  - review of supporting documentation submitted by the complainant
  - interviews with other parties that may be the subject of the complaint
  - review of documentation relating to the complaint, for example, completed assessments, student records, written communications
  - interview with the complainant; the complainant will be contacted to arrange a suitable meeting time and advised that they may bring a support person to this meeting
- The Academic Manager will document all matters discussed at meetings with the complainant or any other parties involved during the investigation of the complaint
- Once finalised, the Academic Manager will ensure the complainant is given a written statement of the outcome of the complaint, including detailed reasons for the outcome
- The Academic Manager will advise the complainant of the complaint outcome within 10 working days of concluding the complaint review
- When advising the complainant of the outcome of the complaint, the Academic Manager will also advise the complainant of their right to access an external complaints handling process at minimal or no cost to the student.
- The Academic Manager will also be given the complainant the contact details of the appropriate complaints handling body.
- For the purposes of this policy and procedure, the external complaints handling body is the Commonwealth Ombudsman
- Information about submitting a complaint to the Commonwealth Ombudsman may be viewed at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- The complainant will also be advised that, if they wish to appeal the complaint outcome, they must do so within 20 working days of receipt of being notified in writing of the complaint outcome
- If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the complainant, Australian International College will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action

### **Procedure – Appeals:**

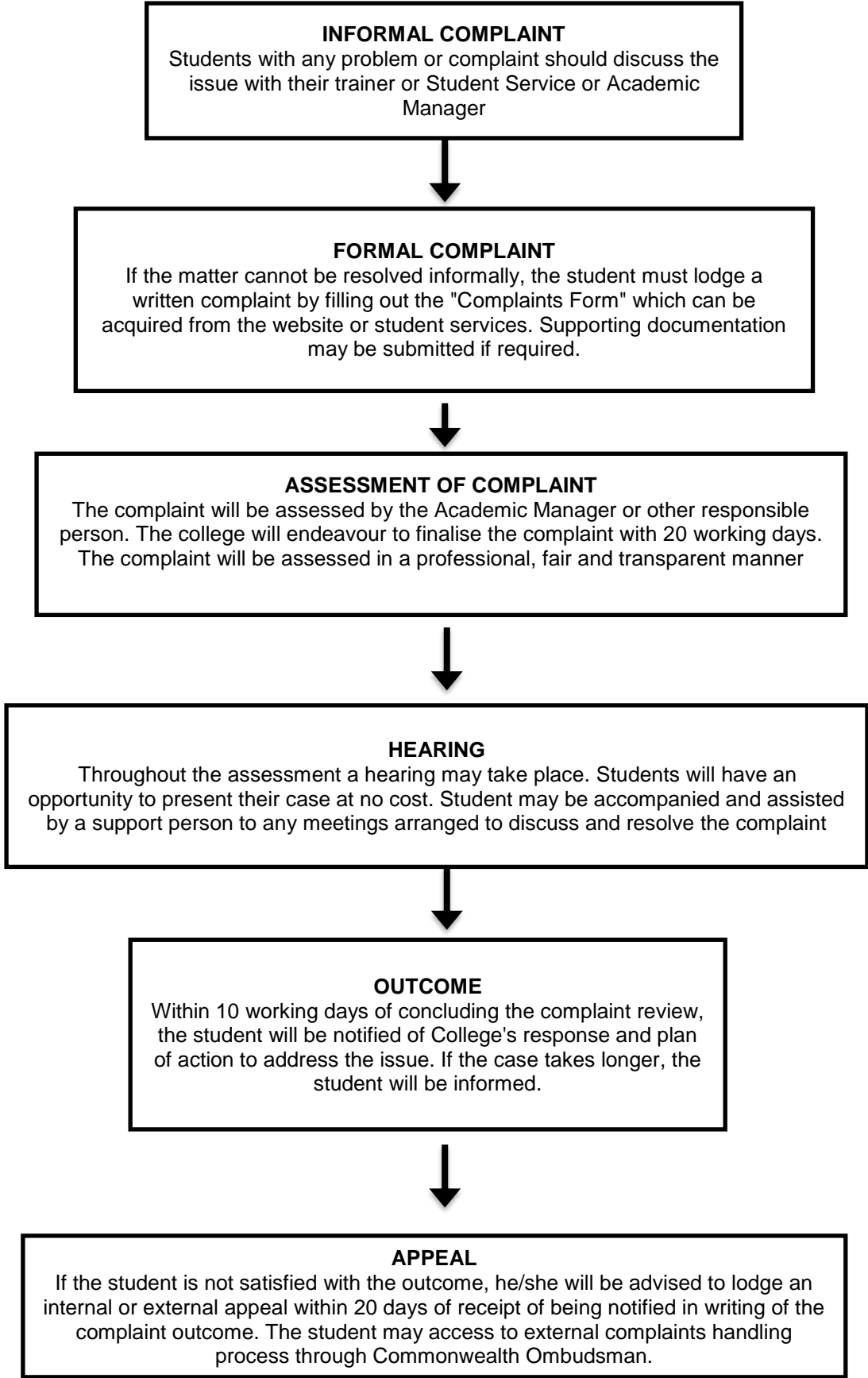
- Appeals must be submitted in writing using the Student Appeals Form available from the college's website.

- The Student Appeals Form requests that the complainant submit supporting documentation to support their complaint.
- The Student Appeals Form and supporting documentation may be submitted to the college by hand or by email to [studentservice@aic.nsw.edu.au](mailto:studentservice@aic.nsw.edu.au)
- The Student Services Department sends the appeal documentation to the Academic Manager via email immediately on receipt from the complainant
- The Academic Manager will acknowledge receipt on the appeal within two working days of receipt of the appeal from Student Services
- The Academic Manager will also advise the appellant that the college will attempt to finalise the appeal with 20 working days from receipt of the appeal from the appellant and that additional support documentation may be requested from the appellant while the appeal is being investigated
- The Academic Manager will commence assessment of the appeal within 10 working days of it being submitted to the college
- The assessment of the appeal will be conducted in a professional, fair and transparent manner
- The Academic Manager will investigate the appeal. Investigation of the appeal may include, but is not limited to the following:
  - review of supporting documentation submitted by the appellant
  - interviews with other parties that may be the subject of the appeal
  - review of documentation relating to the appeal
  - interview with the appellant; the appellant will be contacted to arrange a suitable meeting time and advised that they may bring a support person to this meeting
- The Academic Manager will document all matters discussed at meetings with the appellant or any other parties involved during the review of the appeal
- Once finalised, the Academic Manager will ensure the appellant is given a written statement of the outcome of the appeal, including detailed reasons for the outcome
- The Academic Manager will advise the appellant of the appeal outcome within 10 working days of concluding a review of the appeal
- When advising the appellant of the outcome of the appeal, the Academic Manager will also advise the complainant of their right to access an external appeal handling process at minimal or no cost to the student.
- The Academic Manager will also be given the appellant the contact details of the appropriate complaints handling body.
- For the purposes of this policy and procedure, the external appeals handling body is the Commonwealth Ombudsman
- Information about submitting an appeal to the Commonwealth Ombudsman may be viewed at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- If the internal or any external appeal process results in a decision or recommendation in favour of the appellant, Australian International College will immediately implement the decision or recommendation

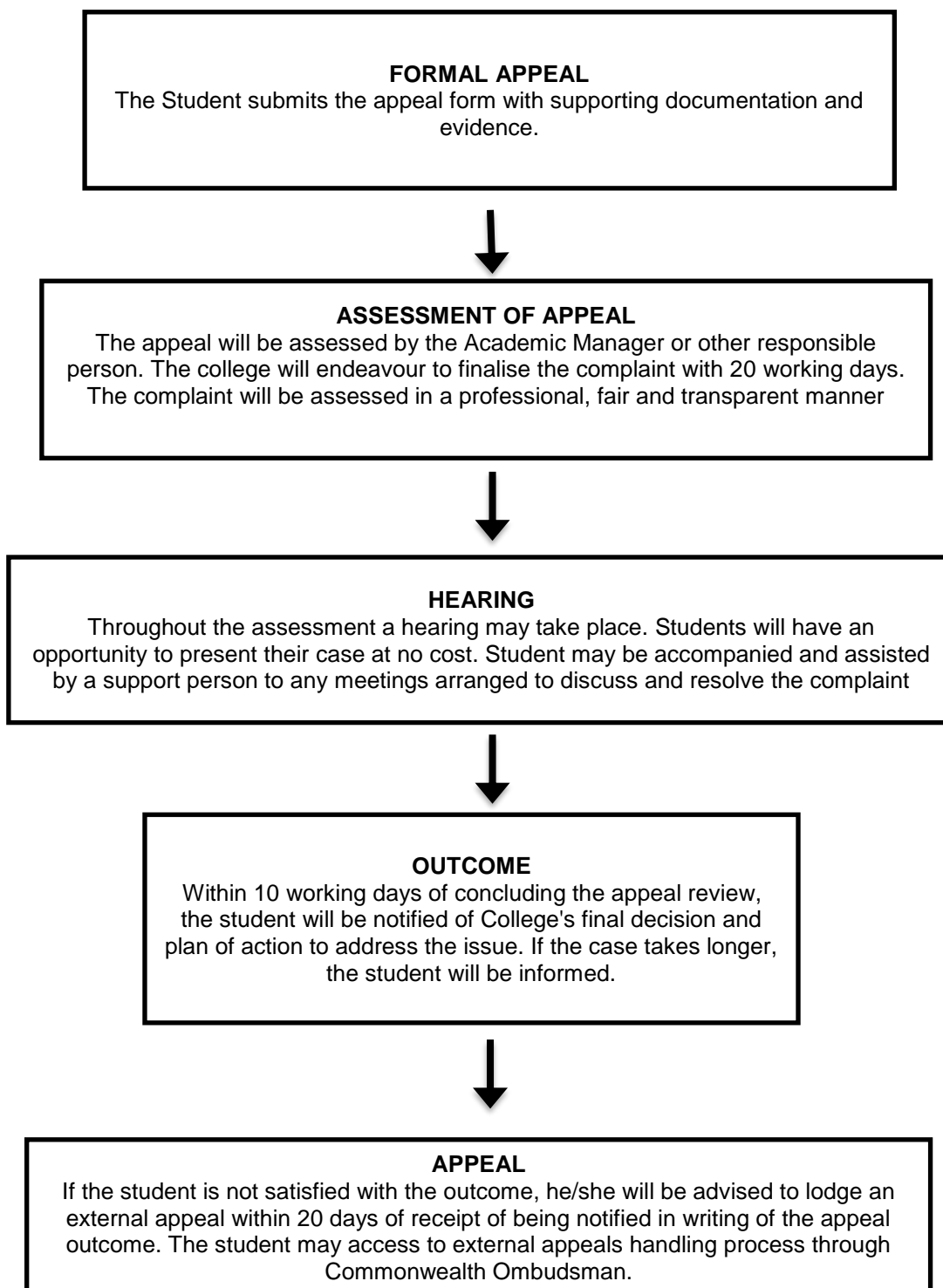


and/or take the preventive or corrective action required by the decision, and advise the appellant of that action.

### Complaints Procedure Chart



## Appeals Procedure Chart



## Student Behaviour

As a student of Australian International College, you are expected to comply with the Student Code of Behaviour, and general rules and standards of behaviour of the college.

### Student Code of Behavior

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form.
- The expectation that students will treat fellow students, teachers and college staff with respect and courtesy
- The expectation that students do not act in a manner that is discriminatory, sexually harassing, bullying, or engage in any form of interpersonal, psychological, sexual or physical violence
- The expectation that students do not disrupt or undermine college activities and teaching
- The expectation that students respect college property and the property of college staff and fellow students

For non-compliance with the Code of Behaviour, the following procedure for discipline will be followed:

- A member of the Registered Training Organisation staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)

Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Academic Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)

- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment
- At any stage of this procedure students are able to access the College complaints and appeals procedure to settle any disputes that may arise.

## **Plagiarism and cheating**

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own
- Handing in assessments copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

## **Copyright**

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

## **Grooming and Appearance Standards**

You are expected to comply with the Australian International College grooming and appearance standards when on College premises or undertaking any mandatory work experience. High standards of grooming and appearance are considered important by Australian International College since you are working or intending to work in a hospitality environment. This means:

- All participants are required to dress in a non-offensive, neat and well-groomed manner and are expected to present a professional image at all times
- All participants shall present themselves in a standard that is acceptable to Australian International College.
- All participants are expected to practise high standards of personal hygiene including:

Students doing work placement are expected to comply with the company professional dress standards and any uniform requirements.

## Student Feedback

As a student of the Australian International College you will be asked to participate in a number of surveys and questionnaire as part of Australian International College's continuous improvement policy. These include:

1. Annual student survey
2. Student evaluation of unit and trainer
3. The workshop evaluation

You are encouraged to participate in these surveys. Your feedback is valuable and will assist Australian International College to improve its services and the quality of the education it provides.

### Government surveys

#### 1. NCVER

You may be asked to complete a questionnaire as part of a survey conducted by the National Centre for Vocational Education and Research (NCVER) on behalf of the Australian Government. The aim of the survey is to improve the economic and social outcomes of students who undertake vocational education and training (VET). This is achieved by providing the VET sector with information on the:

- Outcomes from training (e.g. employment and further study outcomes)
- Relevance of the training
- Benefits of the training
- Satisfaction with the training
- Reasons for not continuing the training (where applicable).

The information is used by national and state/territory bodies, along with local training providers, to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training and monitors the effectiveness of the VET system. The information collected assists in administering, planning, and evaluating the VET system.

If you complete this survey, your privacy is assured. Your contact details and survey responses will remain confidential. The information you provide will not be used for any other purpose. Only group responses, not your individual responses, are reported. All names, addresses, and telephone numbers will be deleted from the survey database at the end of the project.

#### 2. The Australian Standards Quality Authority (ASQA)

You may also be contacted by the Australian Standards Quality Authority (ASQA), and asked a number of questions about your experience as a student at Australian International College. This is part of the Australian Government's strategy to ensure that, as a student in an Australian RTO, you are receiving quality training, and that the college is meeting your expectations. This is not a survey about your student visa.

#### Do I have to participate?

No, participating in government surveys is voluntary. However, your answers are important as they help improve future vocational training.

#### Privacy and confidentiality

Australian International College has elected to observe the requirements of the Privacy Act 1988 and the National Privacy Principles, and deals with personal information in accordance with such principles. This Privacy Policy has been established in accordance with National Privacy Principles.

The National Privacy Principles can be obtained through the website of the office of the Federal Privacy Commissioner (<http://www.privacy.gov.au>)

### **Information collected by Australian International College**

Australian International College will only collect students' personal information for the following purposes:

- For the essential communication for the participant's safety and comfort during their studies
- When it is necessary for the RTO to make contact with a student's nominated family member in the case of emergency or accident.

Selected student details are also collected and used for:

- Processing enrolments
- Enquiries regarding courses available and sending out course information
- Communicating accurately with students
- Assisting students with courses they may be interested in
- Assisting students with RPL applications
- Student account details
- Assessing an individual student's entitlements for government funded areas.

### **How does Australian International College handle personal information?**

Privacy and confidentiality is paramount within Australian International College and policies and procedures will be observed by all staff.

Personal information will not be released without the consent of the participant or staff member.

The College may from time to time be required to provide personal information to external organisations including the Australian Government and other designated authorities in order to provide specific services as required by law. These may include but are not limited to:

- Commonwealth Department of Education
- Australian Standards Quality Authority (ASQA)
- The Department of Home Affairs

If there is a serious health-related issue and some information may be provided to the RTO during a consultation with a practitioner, then this information may be accessed by the RTO staff for the purposes of providing further helpful services to the student.

No other parties will gain access to the information at any time, other than those listed above without the written consent of the individual student concerned.

## The ESOS Framework – Providing quality education and protecting your rights

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

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

### RTO obligations

Australian International College Pty Ltd is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- d) Advising students about their rights via the Code of Practice published on the College web site
- e) Advising students about the complaints and appeals procedure published on the College web site
- f) Advising students if the College, or a third party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- g) Advising students about any changes to services. This will be done by an announcement on the College web site.

### Your Trainer Responsibilities

- Your Trainer will provide you with your learning and assessment resources required to complete your assessment activities.
- Your Trainer will provide clear instructions about what is expected from you during your training.
- Training may consist of group/action learning activities and projects, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
- Your Trainer will provide you with the opportunity to reassessment/resubmit any outstanding or "NYC" work during the term.
- Your Trainer will determine if you Pass the subject. You will receive either a [C] – Competent or [NYC] – Not Yet Competent. Competencies are not scaled or marked.

## Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS Framework includes consumer
- Protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand, you need your provider's permission.

## Employment Rights

All employees in the national workplace relations system receive 10 basic minimum entitlements known as the National Employment Standards (NES).

The NES include:

- Maximum weekly hours of work
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, and compassionate leave and family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Provision of a Fair Work Information Statement.

Please note, only certain NES entitlements apply to casual employees.

Your minimum rights and conditions at work may be set by a legal document like an award, an agreement, or a contract of employment. Ask your employer which one applies to you to find out how you are affected.

If an award or agreement does not apply, all employees in the national workplace relations system will receive basic minimum pay, conditions and protections under Commonwealth workplace laws.

If you are asked to sign any type of document agreeing to specific work conditions, make sure you read it very carefully and understand it before signing. Keep a copy for your records.

You should not feel undue pressure to sign any agreement with your employer. If you do, contact the Fair Work Infoline on 13 13 94.

(Retrieved from <https://www.fairwork.gov.au/>)



## Your responsibilities

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

- Understanding and accepting of the enrolment conditions for the training program you undertake
- Maintaining your Overseas Student Health Cover (OSHC) for the period of your study.
- Paying of all fees and charges associated with your training program and providing your own course requirements where notified.
- Securing of your personal possessions whilst attending a training program
- Maintaining regular and punctual attendance
- Informing your provider if you change your address
- Maintaining satisfactory course progress and attendance
- Respecting property of the college and observing policy guideline and instructions for the use of equipment

More information about the ESOS Act is at the following website:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

If you need more information about your rights and responsibilities under the ESOS Act and the National Code, speak to one of the trainers or a Student Service Officer.

## Living and Studying in Australia

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

### Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

### Sydney

Sydney is the largest city in Australia with a large population. Sydney is the capital city of New South Wales. It is a multicultural city with people from different ethnic backgrounds. Australian International College is located in the heart of city. It's just a short walk from the train station or bus stop.

The Study in Sydney website is a useful source of information. The web site address is <http://www.study.sydney/>

### A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, institutes, colleges and universities
- Awards from Australian institutions of higher education are recognised internationally
- Australian schools, institutes, colleges and universities have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Australia is a safe, stable country with a pleasant climate.

### Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring	September - November 12-22 degrees
Summer	December to February 28-32 degrees
Autumn	March to May 12 - 20 degrees
Winter	June to August 10 - 15 degrees

Sports and other outdoor activities are possible at all times of the year.

## **Multiculturalism**

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

## **Language**

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

## **Religion**

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

## **Clean, safe, cosmopolitan**

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

## **Health care**

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges

when they use private health care services. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

## **Food**

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

## **Electricity**

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

## **Transport**

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies.

Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

## **Telephones**

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

## **Sports and recreation**

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports

participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

## **Entertainment**

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

## **Travel**

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

## **Australia welcomes overseas students**

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

## Cost of Living and Money Matters

Up-to-date and more detailed information money and banking in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

### Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops will cash travellers cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

### Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

### Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

### Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

### Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

### Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

## **Transport**

Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

## **Overseas Student Health Cover (OSHC)**

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

OSHC is also charged on a pro-rata basis for shorter courses.

## **Cost of Living**

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites

<http://www.studyinaustralia.gov.au> - living and studying in Australia

<http://www.youth.nsw.gov.au> – Wages, housing, health and more useful information

<http://transport.nsw.gov.au> - public transport

<http://www.lawaccess.nsw.gov.au> - Legal assistance

We welcome you again to our College!!