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Disclaimer

While every effort has been made to ensure that the information in this publication is correct at the time of printing, Onyx Developments Pty Ltd reserves the right to make changes at any time in order to meet educational requirements and standards. Any changes will be notified to students as they occur. This Student Handbook should be read in conjunction with the current Course Flyer / Prospectus, the Course Guidelines relating to the course you are enrolled in, and any other publicity material applicable to your program at time of enrolment.

1 Introduction

Welcome to Onyx Developments Pty Ltd trading as Australasia International School

The purpose of this Student Handbook is to assist you as a student to become a valued member of our college. We want to ensure that you are provided with vital information that will guide you through your time at the college. It is of prime importance that you read and understand all contents of this handbook from cover to cover prior to payment of fees and confirmation of enrolment.

This handbook outlines policies and procedures that govern the professional operation of AIS. The student undertakes to comply with the published rules and policies of the college with regard to attendance, academic progress, student visa conditions, standard of dress, health and safety, and behaviour.

Due to the importance of this document, each new student will be asked to sign an acknowledgment form (written agreement Acceptance of Offer) upon receipt of this handbook.

This handbook should be read in conjunction with the latest version of the college's brochure, which you received when you first applied for enrolment at the AIS.

Being international student in Australia, you will have to comply with your student visa conditions. This is to ensure that you are fulfilling your study obligation with Australasia International School and following policies and code of conduct if you are unclear about your obligation, you are welcome to discuss this anytime with our Student Services Staff.

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education to provide tuition protection and support the integrity of the student visa program

For further information on the ESOS Act & National Vocational Education

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

Or information can be obtained from the Department of Education Homepage (www.education.gov.au). If you need a personal copy, please request from reception and an electronic copy will be emailed to you.

If you need any assistance or further clarification, kindly contact administration or any other relevant staff. We will assist you.

2 A Word From The Principle Executive Officer

A warm to welcome to students of Australasia International School.

Congratulations on your decision to study with us at AIS, we are committed to helping you on your journey to your chosen career and achieving your personal study goals. Our academic team and helpful support staff will endeavour to meet your educational needs as you progress through your chosen study programs.

Our team will provide guidance and assistance to ensure you gain the maximum benefit from your studies. We will work to ensure your time with us proves to be enjoyable, safe and productive.

Australasia International School's programs are designed to meet the increasing demands for skills in Australian Businesses and are complemented by our friendly and enjoyable learning lifestyle.

Enjoy your time with us, Sydney is noted as one of the world's most liveable cities offering a humid sub-tropical climate with a vibrant city centre. The CBD has a great variety of restaurants, cafes, shopping places and theatres. You can also experience an excellent range of outdoor activities and the attractions of the beautiful Pacific coast which is not too far.

If you have any queries or concerns whilst you are a student of Australasia International School, please do not hesitate to discuss them with any of AIS staff.

I wish you every success with your studies at Australasia International School and hope your studies with us are both happy and memorable.

Bruno TINI

Principal Executive Officer (PEO)

3 Campus Information and Facilities

Orientation

Orientation is conducted prior to the commencement of the course. Its purpose is to fully inform new students of most aspects of life at the college and to provide an introduction to studying at Australasia International School, costs of living, transportation, facilities, banking and accommodation. An opportunity to ask questions will be given.

Student ID Cards

Australasia International School issues students with student ID cards after enrolment which must be carried at all times when on campus.

Campus

Australasia International School's main campus is conveniently located at Level 14, 233 Castlereagh Street, Sydney located at on the fringe of Sydney's Central Business District.

Classrooms

The classrooms are modern, air-condition and Wi-Fi connected that are well equipped for effective learning. Most rooms also enjoy natural light and city views.

Student Common Areas and Kitchenette

At AIS, we have three student common areas. The centre common area has a kitchenette next to meeting areas for which includes tea, coffee, microwave and refrigerator for students. At either end of the building we have computers. Please contact student services officer or IT officer for printing assistance.

Student Library

We have a collection of student resources (both physical and digital) related to beauty health, massage and business. These items are located next to reception. This library is maintained and updated regularly with appropriate materials. Resources are available requesting access through reception desk and can be issued on request.

4 Student Services

Student Services are at reception on Level 14. This is your first point of contact for any queries. A student services officer will provide details about the services during the orientation program. Students requiring special or intensive assistance must contact student services who may refer them to external support services if required. Otherwise contact:

Reception: For all general course, enrolment and administrative queries.

Student Administration: For specific enrolment and course queries.

Trainers: All specific subject and assessment issues.

Student Support: We have Student Services Officer onsite who can assist you with issues such as stress, financial difficulties, health, family, bullying, relationship issues, and living-away-from-home and social issues. Australasia International School student staff are as follows:

1. Kristina - Student Services Officer
2. Niki - Student Administration

How to make an appointment:

To speak with our onsite student services, please go through reception. If you require psychological services, our student services will refer you to an appropriate service.

Reception

Reception hours are from 9:00 am to 5:30 pm, Monday to Friday.

Orientation program

The orientation program is conducted for all new students arriving on campus at the beginning of the semester. A briefing is conducted on Australian culture and the study style in Australia. Information is given to students regarding

student visa conditions; accommodation, work permit, overseas health cover and use of information technology facilities within AIS. Students are also given a campus tour and are introduced to academic and administrative staff.

USI Number

The USI system is a mandatory unique student number which students can use throughout their study in Australia. The USI makes access to a full range of study information fast and easy. AIS administration staff will guide students through the USI generation process before enrolment and will record the students own USI into AIS records systems.

Academic Counselling

AIS student does offer academic counseling services to discuss student's academic interests and objectives to make sure that they are enrolled in the right qualification. If required AIS, will recommend for students to seek professional career counseling if the students have specific academic needs at their own cost.

All information is confidential and is not disclosed to other departments of AIS except in the following circumstances:

- You have given permission to disclose information to another party;
- In exceptional situations where failure to disclose information would place you or another person at serious and imminent risk; or
- When we are required by law to disclose information.

Academic support

AIS offers academic support to students in addition to their regular scheduled lectures.

Additional tutorial support is organised for students requiring academic assistance. Support is conducted for students with academic difficulties such as study skills, counselling, support and guidance. Students are advised to contact their respective trainers first any additional academic support.

Overseas Student Health Cover (OSHC)

It is a visa requirement that all international students and their dependants have overseas student health cover. OSHC covers the cost for out-of-hospital and some hospital medical treatment, pharmaceuticals and emergency ambulance services.

AIS does not arrange OSHC with AIS's preferred health insurance provider. Students can buy OSHC insurance from an approved Australian health insurance provider or through an education agency. AIS will inform the Department of home Affairs that OSHC is in place and will indicate this on your Confirmation of Enrolment (COE).

Accounts Department

All queries and transactions regarding tuition fees, receipts, fines or private health insurance transfers are handled by our Accounts Department on Level 14.

Your Feedback

Australasia International School values your feedback and is committed to the continuous improvement of the college for your benefit. Please take time to fill out Student Feedback Forms during your course of study. **Forms are available through AIS website.**

Personal Support Services

The following support services are free. They are able to provide you with immediate telephone-based counselling and further referrals to help you deal with your issue. (1300 numbers incur a local call cost. 1800 numbers are free calls.)

Lifeline: 24-hour suicide prevention counselling	13 11 14
Mensline Australia: Counselling for men in distress	1300 789 978
Kids Help Line: 24-hour counselling for people between 5 and 25 years	1800 551 800
NSW Specialist counselling services	1800 735 030

<https://www.access.nsw.edu.au/counselling-services/>

- Crisis and general support
- Violence / Sexual Abuse
- Legal
- Relationships

- Drugs & alcohol
- Gambling
- LGBTQI (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex)
- Pregnancy

Medical Centres: Women's Domestic Violence Crisis

1800 656 463

Gambling Help Line: 24-hour counselling for gamblers

1800 858 858

For Personal Safety

Sydney is a relatively safe place to live by world standards, however it is important to be aware that by taking some simple basic steps you can help to make your stay here even safer. Give some thought to protecting yourself and your personal belongings; such as avoid walking around on your own particularly at night. Avoid wearing moneybags, jewelry or cameras that may draw attention to you. For more information on personal safety in Sydney and New South Wales visit the local Police Service.

FINDING ACCOMMODATION

Finding appropriate accommodation is one of the biggest difficulties facing international students. The major sources of real estate information are:

- <https://www.domain.com.au/?mode=rent>
- Real Estate Agent offices
- Local Community newspapers (weekly).

Shared accommodation can be found online:

<https://www.gumtree.com.au/s-flatshare-housesshare/c18294>

Useful Australasia International School Contacts

Staff	Contact details	What assistance they can provide
Student Administration and Student Support Services	contact@aischool.edu.au (02) 8278 7232	<p>Reception is the first point of contact for all students and customers. Student administration is responsible for providing exceptional service at first point of contact either by phone or in person for all students.</p> <p>Following are the some of the key responsibilities</p> <ul style="list-style-type: none"> • Pre-enrolment and post enrolment activities. • Manage all student registration/enrolment academic and graduation records • Attending to student enquiries and client services • Provide support and relief for students • Course orientation information and timetables • Student attendance monitoring and reporting • Reception and general administration support • Request library resources • Provide support regrading academic, personal or any other support assistance • Arrange professional counselling and other external services requested for support • Complaints and appeals • Deferment or cancellation requests • Transfer requests



IT Support	info@aischool.edu.au	Can assist with IT support services including computer troubleshooting, internet connectivity and printing assistance.
Accounts	accounts@aischool.edu.au	Queries regarding fees and payment terms. Refund assistance
Trainers/ Assessors	contact@aischool.edu.au For all academic enquiries and your concerns will be forwarded on.	Point of contact for training Assessment information Course progress and intervention Access to academic records First point of contact for academic complaints and appeals

Important External Service and Contact Details for Students

Information required on	Source	Contact details
Emergency: Police/Fire/Ambulance	NSW State Emergency Services	Dial 000 In Case Of Emergency Police, Fire and Ambulance - Lifeline - Phone 13 11 14 for crisis support when feeling suicidal or if you need to talk to someone immediately.
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au 24 Hour Helpline: 1800 644 325 General Questions: 13 41 90
<ul style="list-style-type: none"> Dispute resolution Mediation Services 	The Resolution Institute	Level 1 and 2, 13-15 Bridge Street, Sydney NSW 2000 Phone: (2) 9251 3366, Free call: 1800 651 650 Email: infoaus@resolution.institute Website: https://www.resolution.institute/
<ul style="list-style-type: none"> National Training Complaints Hotline 	Ph: 1800 000 674	www.education.gov.au/NTCH
<ul style="list-style-type: none"> Permission to work Student Visa Conditions Applying for other Visas 	Department Of Home Affairs (DHA)	www.immi.gov.au General Inquiries: 131 881
Transport	<ul style="list-style-type: none"> City Rail Buses Ferries 	http://www.translink.com.au/
Information On Location / Street Maps	Where Is	http://www.whereis.com/whereis/home.do
Taxi Information	Cabs	13CABS
Driving license / Vehicle Registration	Road and Maritime Authority	http://www.rta.nsw.gov.au/
Professional Counselling Services	Endeavour Wellness	Level 1, 376 New South Head Road. Double Bay 2028 Phone 1300 934 783 Web: https://endeavourwellness.com.au/double-bay/

Legal Services	Legal Aid NSW	323 Castlereagh Street, Haymarket, NSW 2000 http://www.legalaid.nsw.gov.au/ 1300 888 529
Bullying	Human Rights and Equal Opportunity Commission (HREOC),	Human Rights and Equal Opportunity Commission (HREOC), Tel: 1300 656 419 E-Mail: complaintsinfo@humanrights.gov.au Website: www.hreoc.gov.au
Work Health And Safety	Work Cover, NSW Work Health And Safety	Work Health and Safety WorkCover, NSW 1300 362 12 www.workcover.nsw.gov.au
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia http://www.relationships.com.au/ Ph: 1300 364 277 Kids Help Line - 1800 551 800
Personal Safety	NSW Police	http://www.police.nsw.gov.au
Pregnancy Help	Centacare, New South Wales	2 Coree Street, Finley NSW 2317 Ph: 1300 619 379 Email info@centacaresw.nsw.org.au
Domestic Violence	Domestic Violence Line	Women: 1800 811 811 Men: 1800 600 636
Drug And Alcohol	NSW Department of Health	1800 793 466
Gambling Helpline	Gamblers Anonymous	1800 002 210
Mental Health Information	NSW Department of Health	73 Miller Street North Sydney, NSW 2060 (02) 9391 9000
Multicultural Community Information	Multicultural Australia Multicultural Affairs	http://www.multiculturalaustralia.edu.au/
Postal/Courier	Post Office	44 Market Street, SYDNEY, NSW, 2000
Disability Services	Disability Services Australia	Phone 1300 372 121 customerconnections@dsa.org.au

5 AIS Code of Practice

AIS operates under National Code 2018 and its standards and it will ensure a continuous review process that quality policies and management practices are implemented, resulting in the maintenance of high professional standards in the delivery of which courses which safeguard the interest and welfare of students.

AIS will maintain a learning environment that is conducive to the success of students by providing modern and up to date training resources, providing high quality facilities and methods that are appropriate to the training needs of the students.

AIS academic staff will collaborate with student services staff to ensure that all students enrolled will be monitored and assessed in their performance, attendance and progress.

Marketing and Liaison

AIS will market the services it provides with integrity and accuracy, avoiding vague and ambiguous clauses and with due regard to the reputation of Australian Education. In the provision of information no false or misleading comparisons are drawn with any other training organisation or training product.

- AIS will ensure that appointed agents act in the best interest of the applicant and the provider
- AIS will not accept students from an agent if they know or reasonably suspect the agent to be:
 - Engaged in dishonest practices
 - Facilitating the enrolment of students who do not comply with AIS requirements

- Engaged in false or misleading recruitment practices

Finance

AIS will ensure appropriate documentation is kept of the contractual and financial relationship between the students and the college and will safeguard funds paid by students in line with tuition protection services.

AIS has a refund policy, which is fair and equitable. AIS will refund students if we are unable to deliver agreed services.

Dissemination of information

AIS will ensure its entire staff have accurate and current information regarding policies and procedures affecting the college.

The PEO Executive Officer (PEO) will ensure that these policies and procedures are circulated, understood and implemented consistently throughout AIS.

AIS will ensure that each student is provided clear information, prior to enrolment, about:

- Selection, enrolment and induction/orientation procedures
- Program information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy support
- Student support, including any external support the RTO has arranged for students
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity as provided for in the AIS's code of practice or similar document, and
- Recognition of Prior Learning (RPL) arrangements.

AIS's Policies and Procedures documents, current legislation and regulatory requirements shall be readily accessible at all times for immediate access by AIS staff and students. Our policies include a fair and equitable refund policy, complaints and appeal policy, an access and equity policy; and student welfare and guidance services.

Where necessary, arrangements will be made for those students requiring literacy and / or numeracy support programs. These documents will be available from reception in electronic copy and emailed to any interested individual.

Any changes and/or updates made to the existing AIS Policies and Procedures due to organisational and legislative purposes shall be disseminated and be made available to all staff and students by any one or any combination of the methods outlined below.

Policies and Procedures

Current legislation and regulatory requirements shall be informed to any new students through induction, circulating memos and emails, meetings and/or notice boards

Privacy - Student Personal Information

The college will collect information from you at enrolment for general student administration. This information may also be used for planning, communication, research, evaluation and marketing activities. Your personal information is stored securely and only authorised college staff has access to your information.

AIS will manage your personal information according to the Commonwealth Privacy Act and its Information Privacy Principles, and the NSW Privacy and Personal Information Protection Act. You may request access at any time to information we hold about you and ask us to correct it if you believe it is inaccurate, incomplete or out of date.

Your personal information may be disclosed to Commonwealth and State Government Agencies. In these circumstances, the minimum amount of information required or requested will be disclosed.

Please refer Australasia International School's **Privacy policy** for more details available at student services.

Harassment

Harassment is any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the learning environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour. If you consider that you have been harassed you should let the person know that you object to their behaviour and do not want it repeated. If you do not feel comfortable talking to the person or they continue with the behaviour, you should speak to your trainer or any other AIS staff member. You can discuss the matter without having to make a formal complaint. All discussions are confidential. You also have the right to lodge a formal complaint of misconduct against the person harassing you.

Sex-based Harassment/Victimisation/Bullying

The college understands that staff and students have the right to study and work in an environment free of sex-based harassment. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices which lead to support or condone sex-based harassment.

The college does not allow or condone sex-based harassment of staff by other staff, students or other workplace participants nor does it allow or condone sex-based harassment of students by staff or other students. This stance is supported by the Commonwealth Sex Discrimination Act 1984, under which such actions are unlawful.

The college will ensure that this policy is implemented and they will treat any complaint of sex-based harassment/victimisation/bullying seriously. All complaints will be investigated thoroughly, fairly and confidentially. Where appropriate, attempts will be made to conciliate complaints.

Examples of sexual harassment include but are not restricted to:

- Distribution or display of offensive pictures or written material
- Repeated unwelcome requests for social outings or dates
- Offensive comments about a person's appearance, dress or private life
- Unsolicited comments, messages or telephone calls of a sexual nature
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity

Disciplinary action will be taken against anyone found to have committed sex-based harassment. Inquiries and complaints about sex-based harassment can be raised with any of the institute staff.

Victimisation

Victimisation is threatening or harassing a person because they;

- Have made a complaint or intend to make a complaint
- Are acting as a witness or intend to act as a witness
- Are supporting a victim or intend to support a victim

Bullying

Bullying is inappropriate treatment of a person that intimidates, offends, degrades or humiliates them. Bullying will not be tolerated at AIS.

Examples of bullying include:

- Verbal/physical abuse, insults, threats, continuous teasing or criticism
- Physically hurting another person
- Touching another person without permission
- Overwork, unnecessary pressure, impossible deadlines
- Undermining work performance and unfair assessment
- Discrimination, racism or sexism
- Keeping someone out of a group

- Acting in an unpleasant way near someone
- 'Mucking about' that goes too far
- Harassment or any form of discrimination based on disability, gender, race or religion.

Reporting Discrimination, Sexual Harassment, Victimisation and Bullying

All students and staff should first report an incident of concern to student services. A written complaint is not required. All reports of discrimination, sexual harassment, victimisation, or bullying will be dealt with in complete confidence and the institution will ensure any person making a report is protected from victimisation.

Any complaint of discrimination, sexual harassment or victimisation will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required. You do not have to put up with discrimination, sexual harassment or victimisation.

The college will follow up any report discreetly and will undertake an appropriate investigation.

If the report is verified, the school will view the matter seriously and will take appropriate action, which may include penalty and counselling (AIS will assist the student/staff to appropriate and professional counselling services)

If the complainant is dissatisfied with the action taken, then recourse may be through first following AIS's internal student complaint and appeals procedure, and if still dissatisfied by contacting the following organisations:

Overseas student Ombudsman - 1300 362 072

Anti-Discrimination

The college takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on college premises complies with the NSW Anti-Discrimination Act. Discrimination means treating someone unfairly because they belong to a particular group of people. It is against law and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the PEO.

Further information can be obtained by phoning the Anti-Discrimination Board on 1300 130 670.

Student Access and Equity

During the enrolment and orientation process, all potential candidates will be offered an opportunity to discuss any special or additional needs that they may require to fulfill their study requirements. This would be with regards to any arrangements they would need while being a student at AIS. For example: Children, family commitments, disability or medical condition, other commitments, and religious obligations.

Student services will make a note of this on the student application form OR add notes to the student's enrolment file. AIS will exercise the right to approve/disapprove any special needs or requirement that the candidate might have depending upon the feasibility and AIS's capacity to make it available.

This exercise will assist AIS to deploy additional resources to accommodate potential student's learning needs to achieve the desired outcome and offer equal learning opportunities.

Equal Opportunity

The college integrates equal opportunity and affirmative action principles into all decisions and operations. The college is committed to the examination of all AIS practices as they affect both staff and students, so as to avoid discrimination on the basis of sex, race, marital status, physical ability, age, political conviction or religious belief.

The college is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any member of the college community who feels that they have been discriminated against should feel free to discuss the matter with student services.

This **Access and Equity Policy** of AIS is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training (VET)

- Equality of outcome within VET and training for all people without discrimination
- Access for all people to appropriate quality VET programs and services
- Increased opportunity for people to participate in VET and in relevant decision-making processes within the VET system

AIS will apply the following rules in support of access and equity. All students will be:

- Given fair and reasonable opportunity to participate in relevant decision-making processes
- Provided with timely and appropriate information, advice and support services which assist them to identify and achieve their desired outcomes, and Allocated with resources and services

6 Complaints and Appeals Policy and Procedures

1. Policy objectives

The objective of the policy is to ensure complaints and appeals are acknowledged, recorded and dealt with fairly, efficiently and effectively.

2. Scope

This policy applies to both international students along with the third parties who are engaged by Australasia International School services on its behalf. It will and are designed for the satisfactory resolution of complaints and appeals.

3. Responsibility

- The PEO Executive Officer is responsible for implementation of these procedures and ensuring that staff and students are made aware of its application.
- All students and staff are expected to conduct themselves in a manner, which respects the dignity and welfare of other college members and to show care, good faith and compliance with all reasonable instructions, policies and procedures in the performance of their duties and in undertaking their studies.

4. Definitions

Student: any person enrolled as a student at Australasia International School.

Complaint: an expression of dissatisfaction with a service or a decision or action of the college or an expression of dissatisfaction with an action by a student.

Appeal: a student's request to the college to overturn or change a previous decision made by the college with which the student is dissatisfied.

Complainant: person making the complaint.

Respondent: person who responds to a student complaint.

Natural Justice: means general procedural fairness in the handling of complaints and appeals that involves all of the following elements:

- The right to a fair hearing
- The right to attend hearings with a friend or support person, if required
- The opportunity for all parties involved to be heard
- The respondent having full knowledge of the nature and substance of the grievance
- The complainant not determining the outcome, but may be a party to it
- The right to independent, unbiased decision-making
- A final decision that is based solely on the relevant evidence.

5. Requirements

All prospective students will be provided with information about the Complaint and Appeal Policy and Procedure before making an agreement to enroll.

The principles of Natural Justice shall apply to student complaints and appeals proceedings.

Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using these procedures.

Students will be provided with details of external authorities they may approach, if required.

All complaints and appeals need to be handled professionally and confidentially in order to achieve a satisfactory resolution.

For internal complaints and appeals:

- the student will have an opportunity to formally present their case, in writing or in person and at no cost to the student
- the student may be accompanied and assisted by a support person at any relevant meetings
- at the conclusion of the complaint or appeal, the student will be given a written statement of the outcome, including details of the reasons for the outcome.

A student's enrolment must be maintained while an internal complaint or appeal is in progress and the outcome has not been determined.

The college will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, there may be the need for an appropriate external and independent agent to review the process implemented by the Institute.

If there is any matter arising from a student complaint or appeal that is a systemic issue that requires improvement action, this will be reported to the college's management meeting as part of the Continuous Improvement Process.

Nothing in this policy restricts the student's right to pursue other legal remedies, nor does the availability of dispute resolution processes remove the right of the student to take action under Australia's consumer protection laws.

6. Policy Statement

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- Make the outcome of complaint is available
- Set out the procedure for making a complaint or requesting an appeal
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- Provide for review by an appropriate and independent party and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal
- Securely maintains records of all complaints and appeals and their outcomes, and
- Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

7. Procedures

7.1 Informal Complaint Process

Any student with a complaint may first raise the issue informally with student services, trainer or other relevant staff member and attempt an informal resolution of the complaint.

Complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the college staff involved determines that the issue in question or complaint is relevant to the wider operation of Australasia International School.

Students who are not satisfied with the outcome of the complaint will be advised to register a formal complaint.

7.2 Formal Complaint Process

Students not satisfied with the outcome of the informal process can register a formal complaint in writing.

To register a formal complaint a student must complete and lodge a Student Complaints Form with student services providing:

- a clear statement of the complaint, including the parties involved
- a suggested solution that the student believes would settle the complaint
- an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame

The resolution phase will commence within 10 working days of the complaint being lodged in writing.

Student services or nominee will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

Where it is determined that the subject matter falls within the definition, student services or nominee will:

- Gather such information as required to assist with the settlement of the complaint, including providing the respondent with the statement of the complaint and giving them the opportunity to respond
- Attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

Where it is determined that the subject matter of the complaint falls outside the definition of a complaint, student services or nominee will advise the student accordingly. Student services or nominee may dismiss a complaint if, in their view, the complaint is ill-advised, misguided, frivolous, malicious or vexatious.

At the conclusion of the resolution phase, student services or nominee will write to both the student and respondent indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process.

The college's decision and reasons for the decision will be documented by the student services or nominee and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, they may initiate an internal appeal process by completing a **Student Appeal Form**.

8. Internal Appeals Process

Internal appeals may arise from a number of sources including appeals against assessment outcomes, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by Australasia International School.

A student initiates an Internal Appeal Process by lodging a Student Appeal Form with student services.

Where an appeal relates to the following matters, the **Student Appeals Form** must be lodged within 20 working days (International Students):

Notification of an intention to report the student to the Department of Home Affairs (DHA) for non-attendance or unsatisfactory course progress

Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of Behaviour and Discipline Procedures for details).

Within 10 working days of receiving the Student Appeal Form, the PEO or nominee will appoint an investigator or convene a **Student Appeal Committee** to hear the appeals and propose a final resolution. This investigator or committee must not include any person who heard the original complaint. The investigator or the Student Appeals Committee will:

- Meet with the student (and support person, if present) and provide the student with the opportunity to present their case and any supporting evidence they bring to the meeting
- At the conclusion of the meeting, will inform the student of the timeframe within which the college will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the investigator or committee will impartially consider all the evidence and make a decision.

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student of his or her right to an external appeal. Details of suitable external appeal bodies will be made available to the student.

The outcome of the internal appeals process and reasons for the outcome will be recorded in writing and signed and dated by the student and the college and placed in the student's file.

9. External Appeals Process

The external appeals process involves an independent mediator. Any student, who feels that his /her case has not been adequately heard, may appeal in writing to AIS. If still not satisfied with the appeal outcome they may contact an independent mediator such as:

- The Resolution Institute - Level 1, 13-15 Bridge Street Sydney NSW 2000. 1800 651 650.
infoaus@resolution.institute

The purpose of the external appeals process is to consider whether AIS has followed its Student Complaints and Appeals Procedure, it is not to make a decision in place of the college's decision. For example, if a student appeals against their assessment results and goes through the college's internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

International Students

If an international student finds no satisfaction with the internal appeal process, the student is advised to request mediation through the Overseas Student Ombudsman (OSO). Students have 10 working days of receiving the outcomes of the internal appeal process to lodge and appeal to the Ombudsman.

There may be a fee involved as per the Overseas Student Ombudsman guidelines.

If an appeal is against the college's decision to report an international student for a breach of visa conditions, the college must maintain the student's enrolment (i.e. not report the student) until the external appeals process is complete and has supported the provider's decision to report.

International students may only appeal once to an external mediator before AIS reports the student to DHA. This does not stop the student from appealing more than once, but AIS reserves the right to report the student after the outcome of the first external appeal when the appeal decision has gone against the student.

If an appeal is against the college's decision to defer, suspend or cancel a student's enrolment due to misbehavior, the college only needs to await the outcome of the internal appeals process (supporting the college) before implementing its decision to change the student's enrolment status.

These complaints and appeal procedures do not restrict a student's right to pursue other external remedies through the Australian legal system.

To find out more about what the Ombudsman for international students can do for you, go to: <http://www.oso.gov.au>. To lodge an external appeal or complaint with the Ombudsman, you need to fill in a complaint form which is located at: <https://forms.business.gov.au/aba/ombudsman/overseas-students-ombudsman-complaint-form->

You can also ring the Overseas Student Ombudsman's office on:

1300 362 072 (in Australia) OR +61 2 6276 0111 (if calling outside Australia)

Policy

Australasia International School (AIS) endeavours to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. AIS and its staff members will act on any complaint that can be substantiated.

It is the policy of the college to act upon the subject of any complaint found to be substantiated immediately as possible.

Complaint/appeal may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to refunds or financial matters
- Programme content or structure
- Equipment, training resources or programme delivery
- Entry/selection procedures/recognition of prior learning
- Staff qualification and skills

- Assessment information or process
- Student support and guidance
- Attendance
- Assessment review / appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment

Procedures of General Complaint, Appeals and Dispute Resolution

A complaint/appeal/dispute can be about a situation, a process, a person or people, a facility or a service provided by AIS. (Students appealing academic results or matters – please see “**Academic Appeal Policy**”.)

Informal Complaint Process

Any student with a complaint may first raise the issue informally with student services, trainer or other relevant staff member and attempt an informal resolution of the complaint.

Complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the college staff involved determines that the issue in question or complaint is relevant to the wider operation of Australasia International School.

Students who are not satisfied with the outcome of the complaint will be advised to register a formal complaint.

Formal Complaint Process

A complaint/appeal/dispute can be lodged in writing by letter, email or in person. A student can lodge their complaint/appeal with AIS Student Services OR the PEO. Students are encouraged to lodge their initial complaint/appeal/dispute with student services. A written record of the complaint/appeal/dispute will be kept on file.

If the student chooses to access AIS’s complaints and appeal process, their enrolment will be maintained while the process is ongoing.

A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.

AIS’s Student Services/PEO can respond to a complaint/appeal/dispute. A student must lodge their complaint and/or appeal and/or dispute with only one member of the above-nominated staff at AIS. If the complaint or appeal needs to be escalated, the staff member must follow the complaint and appeal policy.

AIS will investigate and respond to all complaints, appeals or disputes lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint/appeal/dispute and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

AIS treats all complaints and or appeals and or disputes in confidence and will seek the permission of the student before discussing the complaint and or appeal and or dispute with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

If the process results in a decision that supports the student, AIS will immediately implement the decision or preventive action required and advises the student of the outcome.

Following the independent mediator out come if the student remains unhappy with the findings they may contact other independent mediation/arbitration services such as the examples listed below:

- **Overseas Students Ombudsman:** GPO Box 442 Canberra ACT 2601. www.oso.gov.au or phone 1300 362 072
- The Overseas Students Ombudsman is free and independent.
- **Department of Justice NSW**
Parramatta Justice Precinct
160 Marsden Street Locked Bag 5111
Parramatta NSW 2124
- **New South Wales Department of Fair Trading**
19 York Street, Sydney NSW 2000
PH: 1800 502 042

If a student is concerned about the actions of the provider they may approach the State Registration Authority for CRICOS. ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved.

7 Student Code of Conduct and Responsibilities

Code of Conduct

The **Student Code of Conduct** will assist the college to meet its goals through you. It outlines what is expected of you as a member of the college's community. The college expects its students to remain informed, act within the spirit of and comply with the college's policies, directions and relevant legislations as well as meet any requirements demanded by their course.

The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of all members of the college and students are entitled to be treated with respect and given an equal opportunity regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.

The college enforces the idea of fair and open discussion recognising the rights of individuals and supporting the principles of freedom of speech. However, it is expected that you will restrict your personal viewpoint or comments that will compromise the college's reputation.

In the interest of privacy of individuals/organisation, the staff and students must ensure that those who have legitimate need and lawful authorisation to do so only access the information.

The college's facilities and equipment are provided to achieve educational goals and should not be misused for his or her private, commercial or party and political interests.

The right to work and learn in a supportive environment without interference from others.

The college does not allow the consumption of alcohol or any other illegal drugs on its premises at any time. You must not attend work/study if you are under the influence of alcohol or illegal drugs.

The right to be free from all forms of intimidation.

The right to work in a safe, clean, orderly and co-operative environment

The right to have any disputes settled in a fair and rational manner (through Australasia International School's Complaints and Appeals Procedure)

An offence involving the rules and regulations can lead to dismissal, even instant dismissal. If you carry out a serious offence, AIS will carry out the following process:

Procedure:

AIS will ensure that all the relevant facts are available. This may involve:

- Interviewing other staff or students
- Offer the student the opportunity to explain
- Consider the student's performance, duration on the program and past actions, including any warnings or reprimands issued in the past by their teaching staff
- Issue a verbal warning to a student who breaches AIS rules. The PEO will be informed immediately after the warning is given. (Any staff member can issue a verbal warning)
- The PEO will issue a written warning to a student after two verbal warnings have been given, or on any occasion in which a student breaches a rule, likely to lead to dismissal or suspension
- After a written warning has been issued, further breaches of AIS rules may result in suspension or dismissal at the discretion of management and training team
- AIS will make decisions that is supported and justified, based on objectivity (actual performances and behaviour)

Notwithstanding the above, instant suspension or dismissal may occur if a student:

- Attends any AIS course while processing or under the influence of alcohol and drugs

- Poses a physical threat to AIS staff, students or property.

Where a dismissal occurs, all facts are kept confidential, unless the PEO deems the student to be a risk to AIS and its students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.

The PEO can suspend a student immediately should their behaviour cause any risks to AIS staff and/or other students.

If the behaviour persists after the steps have been followed, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled and will be reported to Department of Home Affairs (DHA).

At any stage of this procedure, students are able to access Australasia International School's Complaints and Appeals Procedure to settle any disputes that may arise.

Plagiarism, Collusion and Cheating

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the unit of work, incurring any associated charges. **To prevent plagiarism, AIS has a plagiarism program to check students work.** If a student is caught engaging in these acts a second time, they may be suspended or expelled from the Institute. All work submitted must be an accurate reflection of the student's level of competency. Please see our **Assessment Policy** for full details available with student administration.

Plagiarism: means taking or using another person's ideas or work and passing them off as your own ideas or work. Plagiarism is also failing to acknowledge adequately any ideas that are not your own. **Collusion:** is when two people work together to intentionally gain an unfair advantage in their assessment by, for example, authoring a task jointly that should be completed individually, or allowing someone to pass off your information as their own.

Cheating: means preparing information in a way that gives you an unfair advantage: for example, copying someone's work during a test, or copying another student's assignment, or allowing another student to use your work for their own assessment task.

8 Student Responsibilities

Communication and Interaction

When communicating and interacting with the college staff and other students in person, by letter, fax, telephone or email, you have a responsibility to:

- Treat people with respect and fairness regardless of their background or culture
- Show respect for others by not swearing, using obscenities or making offensive remarks
- Not do anything that could offend, embarrass or threaten others
- Not harass or disrupt others in the performance of their duties or studies
- Avoid unacceptable behaviour i.e. aggressive, threatening or abusive behaviour (including bullying or harassment)
- Respect and not damage or steal property of the Institute or of other persons
- Not make false statements in regard to your student status or representation as a student or entitlements as a student
- Ensure personal details such as your address is updated with AIS within 7 days
- Pay all fees by the scheduled due date

Study

You should:

- Attend class on time
- Achieve satisfactory progress in your studies through participation or attendance as required
- Do all assessment tasks by the due date (where a date is specified) or ask for an extension of time if there are exceptional circumstances

- Do all assessment tasks honestly, without any form of cheating
- Not submit and claim as your own, work derived from another source or work done by another person

Dress Code

Australasia International School is an adult learning environment that prepares you for industry, as well as for further career-related training. Because of this, you are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. While in the college, you should:

- Be adequately clothed in accordance with work health and safety requirements
- Not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness
- Not wear clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others

College Environment

You are required to assist in maintaining serviceable facilities and equipment by:

- Reporting breakage and/or faults with equipment to the trainer, or the college administration
- Leaving classrooms and clinic neat and tidy after classes and tutorials
- Not using or installing unlicensed software on institute computers and checking all removable data storage devices for viruses before use on AIS computers

Food and drink

Food or drinks are not allowed in any area of the college (e.g. training and clinic rooms) other than the Student Common Room.

Safety

The NSW Workplace Health & Safety Act 2000 applies to all staff and students of AIS. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

Smoking

Smoking is prohibited throughout the building including fire stairs, foyers and toilets. Students are directed to follow instructions for designated "Smoking Area"

Immigration laws

It is the responsibility of all individuals who hold visas to understand and comply with the conditions of their visas. In particular, students should understand their work rights and study obligations. If students have any doubts about the conditions of their student visas, please consult student services immediately. Please remember non-compliance with the conditions of your visa may result in its cancellation.

Copyright

You may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the internet. The Act requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books. For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal.

You must comply with licenses for the use of intellectual property, including software. All software loaded onto college computers or provided by the college is licensed and there is no permission to copy software unless permitted by the licensee.

If you need further information about your copyright obligations please contact student services or see the Australian Copyright Council website. (<http://www.copyright.org.au/>)

Use of Computing and Electronic Resources

Australasia International School recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. You are encouraged to make use of these resources for purposes relating to study being undertaken through the college. AIS computing and electronic resources are not to be used for purposes other than for program requirements unless otherwise stated.

9 Academic Information:

USI – Unique Student Identifier

All students undertaking vocational education and training in Australia must hold a Unique Student Identifier (USI) and provide it to the college during the enrolment process. If students do not provide USI, the Training Providers will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au.

Credit Transfer

Students who have completed identical units from their course at other RTOs will be given recognition for these units on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing. The Application Form is available during formal enrolment from student services www.aischool.edu.au

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL).

AIS recognises the prior learning of students based on:

- previous training, (includes overseas qualifications)
- formal study and acquisition of a qualification and statements of attainment from another RTO
- practical experience in a work environment
- projects undertaken, and
- life experiences

If AIS grants the student RPL prior to the student being granted student visa, AIS will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment (COE) issued for that student for that course, OR

If the RPL is granted after the student visa is granted, AIS will report the change of the course duration via PRISMS under section 19 of the ESOS Act.

Where RPL is granted, the student's training and assessment program will be reviewed so that student has a full-time load to ensure that full-time study requirements are being met.

An essential requirement of RPL is proof that you currently have the required competencies. An application must be made using the **RPL Application Form and Policy** that will be made available during formal enrolment.

LLN

All students have the option to be assessed in order to ascertain whether their Language Literacy and Numeracy skills are sufficient to successfully complete the training program. Those who require further support will be advised to seek this with a qualified expert; there are a number of training organisations able to provide this service. Suitable courses will be discussed at intake interview. Any costs incurred will be the responsibility of the student.

Qualification Recognition

Qualifications gained at Australasia International School Australia are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework (VQF) and are recognised nationally. Students who complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies. Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations and locations.

10 Student Selection, Enrolment and Induction/Orientation

AIS will maintain computer records of enrolments on a database, which will enable the collection of data to record training and assessment program, students, and assessment outcomes.

Marketing Manager is responsible for all recruitment activities.

Entry Requirements

Please note that all programs are in full-time mode and cannot be undertaken part-time or via distance education. The minimum entry requirements to any of AIS's programs are:

- Minimum age of 18 years.
- Have met our English entry requirement of IELTS score of 5.0, its equivalent, pass either a recognised English course or pass our internal English test.

Please refer to the AIS Course Brochure for details: www.aischool.edu.au or email: contact@aischool.edu.au

Student Engagement Prior to Enrolment

Prior to accepting a student, or an intending student for enrolment in a course, AIS will provide in print or through an electronic copy or through its approved authorised agent, current and accurate information regarding the following:

- AIS will enter into a written agreement with the student, signed or otherwise accepted by that student via "Student Agreement" concurrently with or prior to accepting course money from the student
- The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable. The course content and duration, qualification offered if applicable, modes of study and assessment methods, campus locations and a general description of facilities, equipment, and learning and library resources available to students
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course. Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies. Information about the grounds by which the student's enrolment may be deferred, suspended or cancelled

A description of the ESOS framework made available electronically by Department of Education and Training (previously DEEWR) <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

11 Academic Course Progression

Under Standard 11.2 of the National Code 2018, AIS implements the DOE- DHA Course Progress Policy and Procedures for its vocational education and training (VET) courses required for ESOS purposes to monitor attendance for those courses.

AIS will monitor record and assess the course progress of each student for the course in which the enrolled AIS will assess each student's student is currently progress at the end of each compulsory study period which is one term, a term is generally 10-weeks long and this is used to make an assessment of a student's course progress.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in a study period and such student will be defined at risk of not meeting satisfactory progress requirement those who are not successfully completing or demonstrating competency in at least 50% of units in any study period.

When a student has not passed in 50% or more units of the course requirements in one term, AIS will initiate the intervention strategy for any student who is not making satisfactory course progress at the end of every term, or sooner if deemed appropriate, as recorded in the student's results each term.

The intervention strategy will specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student:

Attending academic skills programs;

- attending tutorial or study groups;
- receiving individual case management;
- receiving mentoring;

- a combination of the above and a reduction in course load.

If a student is identified as not making satisfactory course progress in a **second consecutive** compulsory study period in a course, AIS will notify the student of its intention to report the student to DOE and DHA through PRISMS for unsatisfactory progress. AIS does this through the written notice.

The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access AIS's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- AIS's failure to record or mark student's assessment accurately,
- Compassionate or compelling circumstances, or
- AIS has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

If the student does not appeal within 20 working days of the "Intention to report letter issue date, they will be reported to DHA via PRISMS. The PEO will sign off enrolment cancellation decision.

The Academic Progress policy is made available to staff and students via orientation and student services and specifies:

- Procedures for contacting and counseling students;
- Strategies to assist identified students to achieve satisfactory course progress; and
- The process that the intervention strategy is activated.

Academic Appeals

If a student at Australasia International School is not happy with their results, the student may appeal against their result via the complaints form, or email clearly stating the grounds of appeal to the PEO. This should be submitted after completion of the subject and within fourteen days of commencement of the new term.

- If the student is dissatisfied with the outcome of the assessment marking process, they have the right to appeal the assessment results
- The notice of appeal should be in writing addressed to the PEO and submitted within seven days of notification of the assessment results
- If the appeal is not lodged in the specified time, the result will stand as marked
- In emergency circumstances, such as in cases of serious illness or injury, the student must forward a medical certificate in support of a deferred appeal. The notice of appeal must be made within three working days of the concluding date shown on the medical certificate
- The decision of PEO will be discussed with the PEO and will be final

Procedures of Academic Issues and Complaints

AIS encourages students to express concern about assessment/study-related issues and to raise concerns where necessary. Students need to follow AIS's defined protocol, while addressing their assessment/study related concern or wishing to make a complaint.

- The student is expected to first contact their subject tutor to address their work/study-related concern.
- If the student is not satisfied with the trainer's response or has difficulty discussing matters with the trainer, they have the right to escalate the matter and discuss with student services to seek resolution.
- Every student has an opportunity to formally present their case with student services. The student is welcome to bring a support person if they wish to.
- If the resolution reached is not to the satisfaction of the student, the student can initiate complaints and appeals using AIS complaints and appeals policy from student services.

Re-assessment Process:

- An appeal in writing is made to the student services providing reasons for re-assessment/appeal
- The student services will delegate another faculty member of AIS to review the assessment

- The student will be advised of the review result done by another assessor
- If the student is still not satisfied and further challenges the decision, then a review panel is formed comprising the trainer in charge, the PEO and student services
- The college will advise the student within 14 days from the submission date of the appeal. The decision of the panel will be deemed to be final
- If the student is still not satisfied with the result, they have the right to seek independent advice or follow external mediation option with AIS's nominated mediation agency
- Any student who fails a compulsory subject or appeals unsuccessfully will be required to re-enrol in that subject
- Students would then have the right to pursue the claim through an independent external body as detailed in the student's complaints and appeals policy
- A student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate circumstances (such as death in the family). Where a student defers commencement or suspends studies on any other grounds without the approval of AIS, AIS will consider the enrolment as cancelled.

Assessment

The programs offered by AIS incorporate competency based assessments. The purpose of assessing competency is to confirm that you can perform to the standards expected in the workplace. Assessment is defined as the process of making judgments about whether competency has been achieved. You will be given the option of providing evidence that you meet the requirements of competency through Recognition of Skills and Experience or you can undertake training and assessment against the competency.

The assessor will advise prior to the commencement of training how the competency is to be assessed. Assessment will generally be progressive and involve more than one assessment item for each competency. Assessment items can include, but are not limited to: projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations or observation of activities.

Assessment Re-sit / Resubmissions

As a full-time student, students will **NOT** be allowed to re-sit any unit more than once, unless they have a valid and a genuine reason.

If a student is still deemed NYC after all 3 resit attempts then the student will have to re-enrol into the specific unit and pay the pro-rata tuition fees.

Students requiring any further details are welcome to discuss this with student services.

Assessment Items

Assessment items must be submitted to the assessor BY THE DUE DATE specified for a result to be recorded, unless an extension has been granted.

Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your trainer in writing 48 hours prior to the scheduled deadline.

Length of extension is at the discretion of the trainer.

A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable).

You are responsible for complying with the procedures for assessment item submission and collection.

To avoid plagiarism you must properly acknowledge all information sources.

If you have submitted your assessment item by the due date, and it is assessed as requiring additional work you can request an opportunity to resubmit the item.

If you don't resubmit your assessment item by the due date you will be given the result of 'not yet competent' for that competency and you will have to re-enrol in that subject to gain competency.

NOTE: Resubmissions will only be granted if the trainer considers that you have made a genuine attempt at the first assessment.

Assessment Feedback

You have the right to receive written feedback for an assessment item.

It is your responsibility to contact the assessor to obtain the result of your assessment item and schedule feedback if you have not received results / feedback within one week of your assessment completion.

You should contact your assessor in the first instance if you are dissatisfied with the result of an assessment item and the feedback given. If the assessor is unavailable, you should contact the student services department.

Results and Awards - Final Results

Your final results will be issued to you on the completion of study for a competency or group of competencies. If a student only completes a part of the units within a qualification then a "Statement of Attainment" will be issued to the student reflecting the unit completed. It will list the code and name of the competency and the result you achieved.

Interim Academic Transcripts

You can apply to receive an academic progress transcript anytime during your course. It will list the code and name of the competency and the result you achieved. This transcript cannot be used as a proof of academic achievement.

Issuing of Awards

A "Completion Certificate" and Transcript of Units completed is issued upon successful completion of your course. Your award will be issued within 30 days of the AIS becoming aware that you are eligible to receive the award.

Note: A student cannot receive an award, transcript or statement of attainment with a USI verified by AIS.

Awards are issued to students who complete the necessary requirements. However, if a financial debt is owed to the college at the time, your award will be withheld until the debt is cleared.

Replacement awards can be obtained to:

- recognise a name change
- replace a damaged award or
- replace a lost award

NOTE: Additional copies of awards cannot be issued, that is you can't have more than one copy of an award at any given time.

You must officially apply for replacement award(s) from the college. You must include the original award with your application or a witnessed Statutory Declaration, declaring the circumstances if the original has been lost or destroyed. You will need to include a certified copy of evidence of name change if necessary.

Cancellation of Qualification or Statement of Attainment

The college may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If the college cancels your award, you will be advised in writing.

You must return the cancelled award to the college within 21 days of receiving written notice from AIS. You have the right to appeal this decision through Student Services by accessing complaints and appeals policy.

Course Attendance

AIS has adopted the DOE- DHA Course Progress Policy for its students. DOE Course Progress Policy requires the college to report unsatisfactory attendance under the conditions of the overseas student visa.

However, to complete the courses which also involve practical component it is important for students to attend the classes regularly and as part of academic support and monitoring we will record attendance at every class.

Student services and the office administration staff will be responsible for entering and monitoring weekly student attendance.

Completion within Expected Duration

AIS's policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the student's CoE. AIS will only consider extending a student's study if they fall under the conditions specified in Standard 9 of the National Code.

AIS will review each student's case based on the evidence and reasons submitted by the student if the student is either requesting a deferment or if he/she is not expected to complete the course within the expected duration. AIS will only amend / extend the duration of the CoE only if the student has compassionate **or compelling circumstances** which are beyond the control of the student and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies

A traumatic experience which could include:

- Involvement in, or witnessing of a serious accident
- Witnessing or being the victim of a serious crime

When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports.)

Where the registered provider was unable to offer a pre-requisite course/unit or where there is a variation in the student's enrolment load, which may affect the student's expected duration of study in accordance with 9.2, AIS will record this variation and the reasons for it on the student file. AIS will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study

AIS may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, AIS will not enroll the student exclusively in distance or online learning units in any compulsory study period.

Note: AIS does not consider family engagements or marriage to be a compassionate or compelling circumstance, which is beyond the control of a student. AIS recommends that students plan their family engagement / weddings during term breaks. Students are encouraged to discuss their individual cases with the AIS Student Services before making any arrangements.

Where a student is applying for an extension to the duration of the course as specified on the COE relevant documentation must be presented to the Student Services Officer for approval.

12 Leave Application/Course Cancellation/Course Suspension/ Course Deferment and Transfers

AIS will consider "approved leave", course deferment, cancellation conditional to the student's circumstances at the time when students makes the request. AIS will consider approving leave, deferment and course cancellation to student on compassionate and medical grounds. In case of any other situation or requirement, student services will evaluate the situation on a case by case basis and make the decision of approving, denying students request for leave, deferment or cancellation.

Leave of Absence

AIS expects its students to plan their course of study without any interruption based on the term dates and break periods. However AIS does understand where this is not possible AIS makes reasonable provision for students who cannot do so to temporarily suspend their studies.

Student cannot request leave/s of absence until they have officially commenced their course of study. Request for leave should be made via a "Student Request" form and be submitted to Student Services.

AIS will consider all leave application based on DHA rules the basis of compassionate or compelling circumstances. Students must realise that a request for leave, course deferment and cancellation will affect their student visa and /or the duration of their course of study. This information will be provided by student services through the orientation program and also when making the application for leave.

Approved leave of absence will not be considered as an "absence" and will not affect the students overall attendance percentage. The student needs to contact AIS and make arrangements prior to returning to AIS with regards to the course timetable and possibility of continuing their course from where they stopped. If a student fails to report to

campus after the period of approved leave of absence, following efforts by AIS administration staff to contact the student. AIS will report the student to DoE and DHA via PRISMS as "student notified cessation of studies". AIS is not obliged to notify the student of the intent to report nor to allow 20 working days for an appeal.

Course Cancellation

Either the student or AIS may initiate course cancellation.

Student Cancellation

- Students wishing to cancel their enrolment must complete a "Student Request" form and submit to student services

Policy and Procedure

- All application documentation for the cancellation will be kept on the students file and DoE and DHA shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request
- AIS will regard a student who fails to re-enroll in a study period as having abandoned their course
- and thereby deemed to have notified AIS of their cessation of studies. The student's cessation will be reported on PRISMS, which may result in their visa being cancelled.

Provider Cancellation / Suspension

AIS has the ability to suspend / cancel a student's enrolment on the following grounds:

Misbehavior

This may include but is not limited to:

- Acts of discrimination, sexual harassment and vilification or bullying, and/or acts of cheating or plagiarism.
- AIS may cancel the enrolment of a student who does not pay fees when they are due
- Should AIS initiate the suspension or cancellation of a student's enrolment, it will notify the student of its intention and allow the student 20 working days to access the complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
- If a student appeals a decision to suspend or cancel his or her studies AIS will not cancel the student on PRISMS until internal appeal process is completed, unless extenuating circumstances apply. The student's enrolment will be maintained until the internal appeal process is completed.
- Extenuating circumstances may include medical concerns, severe depression or psychological issues, endangers or threatens to endanger other students, or is at risk of committing a criminal offense. Claims of extenuating circumstances need to be supported by evidence.
- AIS will report the students changed enrolment status once the internal process is complete, even if the student pursues an external appeal process.
- PEO and or Student Services is responsible for ensuring students are reported on PRISMS when a decision is made to suspend or cancel their studies and for ensuring that all relevant correspondence and documentation is retained on the students files.

Application Procedure for Leave / Course Cancellation / Course Suspension / Course Deferment

A student's study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the CoE:

- Student will make a written application requesting for leave, deferment or cancellation to Student Services.
- Student has to attach all necessary evidence, while requesting for leave, deferment or cancellation. (*For example: medical certificates, death certificates in case of deferment due to death in the family. Airline ticket if student intends to cancel his course and return to country of origin*)
- The application will detail the following content:
 - Reason for leave or deferment (medical, compassionate, bereavement, parental, family, personal, work related) or cancellation
 - Dates (start date and end date with date of return to the institution)
 - Details of what the study course responsibilities are on the date(s) leave is requested for (*not applicable if applying for course cancellation*)
 - What arrangements the student would make to cover or catch up while absent (*not applicable if applying for course cancellation*)

- The written application will be reviewed by Student Services and the student will be advised with the copy of the “leave, deferment or cancellation application” signed and authorised by student services confirming on the top “Approved” or “Denied”.
- An intervention strategy has been implemented to assist the student to successfully complete the course of study.
- **AIS will Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa**
- An approved deferment or suspension has been granted under Standard 13
- A copy of the same will be retained in the student’s personal file.
- **AIS will notify the Secretary of DOE via PRISMS as required under section 19(1) of the ESOS Act where the student’s enrolment is deferred, temporarily suspended or cancelled.**

Transfer Between Registered Providers

Transfer from AIS to another provider and vice-versa for international students

Under Standard 7.1, AIS will not knowingly enroll a student wishing to transfer from another registered provider prior to the student completing six months of his or her PEO course of study. The PEO course is the highest qualification in a package of courses.

The only exceptions to this are where:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- the original registered provider has provided a written letter of release
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her PEO course; or
- any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

Unless any of the conditions in Standard 7.1 apply, AIS will not enroll a student before he or she has completed six months of the PEO course. Importantly, cancellation is not equal to a letter of release as it is not one of the exceptions outlined in Standard 7.1. For best practice purposes, AIS will alert any student requesting cancellation of their course, without a letter of release, to the serious visa implications of course cancellation.

In the event that a student applies to study at AIS and has previously studied / completed a relevant course with a registered provider in Australia then AIS would require the student to submit the following prior of accepting the student:

- A certificate confirming his course completion and / or
- A transcript detailing all the units completed within the qualification and
- Confirmation of good attendance record at the previous registered provider and
- Confirmation that the student has made all necessary payments towards his fees at the previous registered provider

The student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe AIS course fees for their current qualification or that it is suspected that they are seeking transfer only to avoid being reported to DOE for failure to meet academic progress or attendance. The Student Services will make the final decision as to whether to grant / refuse a letter of release for any student.

Please refer Australasia International Schools Transfer between providers Policy for more details about transfer procedures and requests

13 Fee Refunds

Refund policy

It is the policy of AIS to have a refund policy that is both fair and reasonable to the students and AIS.

1. As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if AIS is unable to offer the course within 14 days of provider default
2. In event of visa refusal, a student will be given a refund within 28 days
3. Refund on the basis of visa rejection will require a copy of the visa rejection notification from the Australian Embassy/High Commission/DHA and your official AIS receipt

4. Tuition Fees, Overseas Students Health Cover are Refundable in full where:
 - Student has provided evidence of medical OR compassionate reasons due to which the student cannot commence the course
 - Australian Embassy rejects a Visa application
 - Requests for refunds must be made in writing
 - AIS is advised of the cancellation 28 days or more before course starts and prior to entering into Australia
5. AIS will send the refund to the accepted student unless otherwise instructed and authorised in writing.
6. Tuition fees are not transferable to any other institution or student, but may be transferred to another course within AIS.
7. If you withdraw from a course once it has commenced no refund of fees is given.
8. In the unlikely event that AIS is unable to deliver your course in full, you will be offered a full refund of the tuition fees you have paid.
9. If you have given misleading information to AIS approved agent, AIS and or any commonwealth agencies of Australia, no refund will be given.
10. All refunds will be payable in Australian currency. AIS will forward the refund to the applicant in his / her country of origin unless otherwise authorised in writing.
11. The normal processing of a refund will be done within 4 weeks.
12. All approved refunds in those cases where fees are paid from overseas are made payable to and sent to the student in his/her country of origin.
13. A student dissatisfied with the refund decision handed by AIS student can access AIS complaints and appeals policy and also has the right to pursue other legal remedies, which includes independent complaints and appeals handling services provided by the Overseas Student Ombudsman (OSO) or a mediation company appointed by AIS.
14. Under compassionate circumstances such as bereavement (e.g. family death) AIS will make the decision of a refund or partial refund on a student's application within 28 days.
15. This agreement does not remove the right to take further action under Australia's consumer protection laws.
16. AIS will give the student a refund statement that explains how the amount has been worked out.

Students will be advised of this policy before any payment is given to AIS. AIS will not accept any payment from an overseas student or intending overseas student unless the student has received a copy of this refund agreement.

14 Sent Records

Records Management Policy

The **AIS Records Management Policy** is written to ensure the integrity, accuracy and currency of records.

AIS adheres to its legal obligations to provide a quality service to both internal and external clients; each individual student file reflects the history of each student.

All AIS student records are stored centrally within the Student Services Department. The student services department manages these records. All current records are located in the student services department. Noncurrent records (graduated students and discontinuing students) are archived.

Confidentiality of Student Records

This information should be read in conjunction with the AIS's 'Privacy Policy'.

(a) Exceptions to Disclosure of Student Records & Information

Any release of information pursuant to a legal requirement or authority, which under legislation or the common law is permitted. Federal and State Acts require the release of confidential information and therefore override confidentiality policies. If an AIS staff member receives a request or demand of this nature it should be referred to Student Services. Information given will be to the extent requested by the agency.

(b) Emergencies

Student Record Information may be released to a relevant emergency service, the student's legal representative or other relevant person in the event of an accident or emergency or where the student is unable to manage his/her own affairs. It is very important to establish the bonafides of the person requesting the information but unnecessary delays must be avoided.

Authority to release information in an emergency should be obtained from Student Services unless to do so would cause unreasonable delay in the circumstances.

After hours problems should be referred to PEO Executive Officer at details listed in useful contact at start of handbook.

(c) Student Access

A student may apply in writing and gain access to his/her Student Record Information. The request will be made to Student Services. All information regarding clients will not be disclosed to any third-party unless there is a written consent from the client authorising the third-party to act on behalf of the client.

AIS will ensure that:

- Electronic and paper records are stored on a secure location including backup copies for retention and retrieval purposes to enable the re-issue of a qualification or statement of attainment if required, for a period of 30 years, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of AIS
- All information gathered by AIS regarding clients will be safeguarded and disposed of as per legal, ethical and statutory requirements
- All assessment records including cover sheets and marking checklist are stored for minimum two years after successful completion of unit of competency
- All assessment evidence for each unit competency including student work will be stored for minimum six months after unit of competency in line with Australian Skills Quality Authority (ASQA)

AIS keeps student records for administrative and legislative purposes

These will include:

- Filed enrolment forms
- Confirmation of enrolments / Commonwealth Assistance Notices
- Assessments
- Letters issued
- Attendance / academic progress letters
- RPL results issued
- Qualifications register
- All academic correspondence to the student
- Fee invoice/statements/paid/refunds, and
- DHA correspondence

ID card

All students must ensure that they have a valid Student ID Card. You are required to take photo on orientation day from the Reception. ID card will be issued within ten working days. Any lost Student ID cards must be reported to the administration before a request is made for a replacement ID card. You will be charged \$15 for a replacement Student ID Card.

Change of address

Please ensure at all times that the Institute has your current address on file. As per immigration laws, it is mandatory to provide the right address to the education institute and report within 7 days for change of address. If you have changed your address, you will be required to fill up the Change of Address form and submit to the Reception.

AIS is required to confirm your contact details at least every 6 months including address, mobile and email address.

Documents

Students can request from Students Services for Enrolment letter, interim transcripts, attendance etc.

Mobile Phones

Mobile phones are permitted on institute campus. However, mobile phones must be turned to silent while the student is in the classroom and clinic.

15 Work, Health, Safety and Emergencies

Work Health and Safety

As a student, it is your right to study in a healthy and safe environment and to be provided with information about hazards as well as opportunities for training and supervision to minimise these hazards.

As a student, it is your responsibility to co-operate with Australasia International School in its legislative responsibility to secure the health and safety of other students and staff to ensure the safe working practices of your colleagues. The Work Health and Safety policy ensures that a safe and healthy environment is provided for all students and employees in the college.

All accidents, whether injury producing or not, must be reported to Student Services. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe work conditions for students.

Always remember to:

- Use safe work practices
- Ensure the equipment you and your student's use is safe.
- Speak up if you see an unsafe condition or work practice.
- Seek advice from Student Services
- Assist your Institute to promote a safe workplace.

Emergency Procedures

Australasia International School is committed to taking reasonable care of health and safety of its students and staff and will comply with all regulations of the Work Health and Safety Act 2011. This handbook contains a campus map showing fire exits. There are two fire exits on either side of the elevators.

Fire exit plans will be displayed in all rooms, the reception area and hallways of the college. Firefighting equipment is available at locations marked on the campus map.

AIS will maintain safety on the campus:

- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- by maintaining safe entrances and exits.

The NSW Work Health and Safety legislation aims to protect the health, safety and welfare of people at work and lays down general requirements, which must be met at places of work in NSW. Australasia International School is committed to fulfilling its responsibilities under the Act. Further information is available from WorkCover by telephoning: 1300 362 128.

Steps for evacuation in case of emergency

At times, situations may arise when the college needs to be evacuated, and in such situations the following steps must be followed:

- Floor fire warden/s will notify each room of the need to evacuate
- Trainers will take charge of the room
- Students accompanied by their trainer will exit in an orderly manner by the front stairs, shown on the floor plan displayed in each room.
- Personal effects only are to be taken as training equipment can impede evacuation
- As each floor is evacuated the floor warden will report to the PEO for further instructions
- Students and trainers will assemble on assembly point (in Hyde Park) as shown on the floor plan displayed in each room. Please refer to map in the Appendices.

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16 Change of Ownership or Management

AIS will advise students in writing of any prospective changes to the ownership as soon as practicable prior to the change taking effect.

17 Premises Relocation

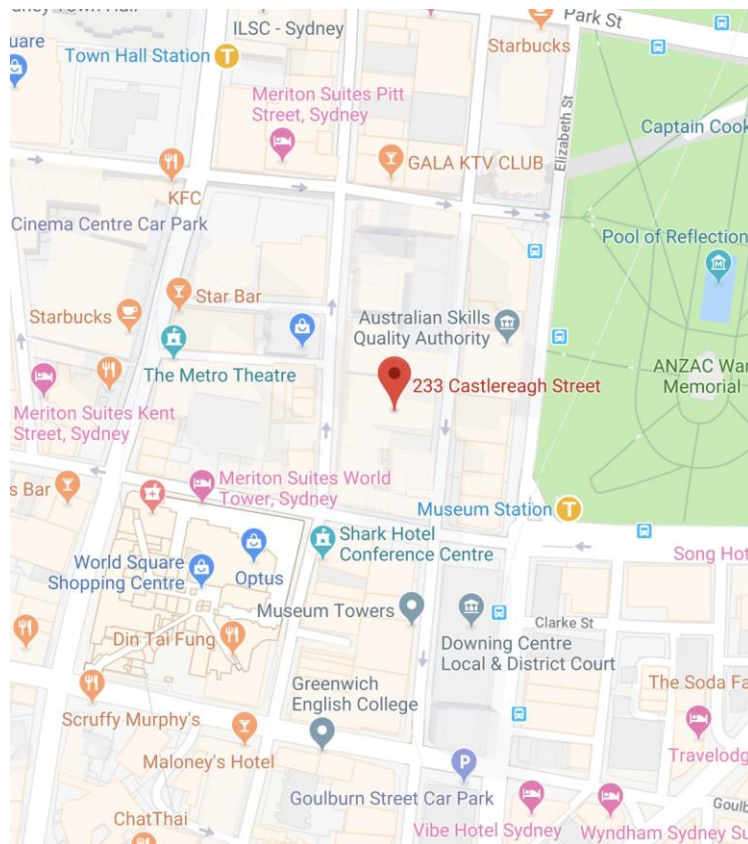
AIS will notify students of any intent to relocate (including the head office and campus locations). Notification will take place at least 20 working days before relocation occurs.

AIS will notify staff and students in any of the following ways:

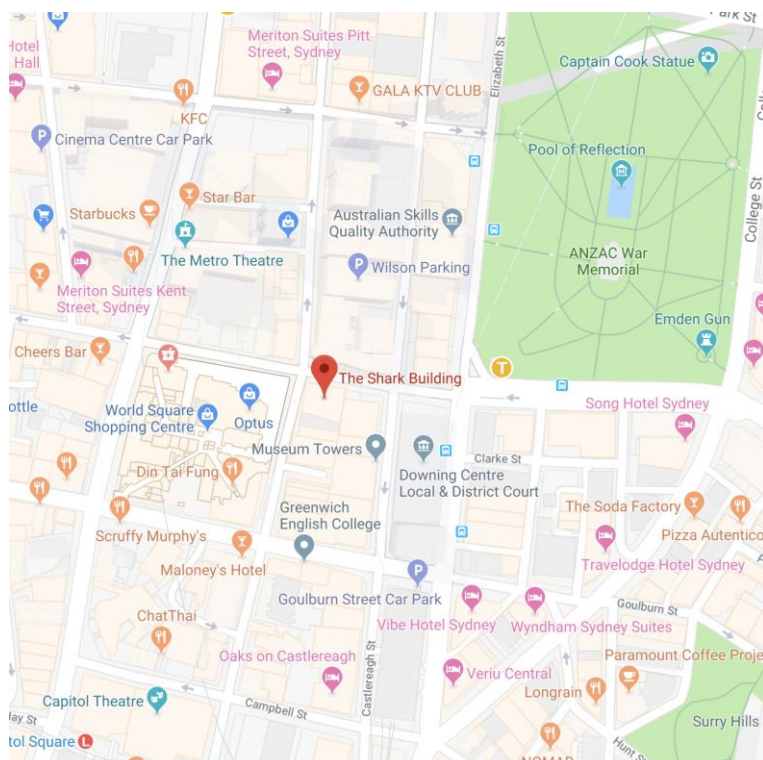
- Written memo to staff and students
- Notices on prominent display boards around the campus
- Announcement in the class
- Email / SMS notification to all staff and students

18 APPENDIX A – Campus Locations

Castlereagh Street Campus: Level 14/233 Castlereagh Street, Sydney, NSW 2000



Liverpool Street Campus: Level 5, 127 Liverpool Street, Sydney, NSW 2000



19 Handbook Acknowledgment and Declaration

Student Declaration

I have received the College Handbook and understood and agree that it is my responsibility to read the handbook.

I understand it is my responsibility to advise the College of my Unique Student Identifier. Should I fail to do so, I authorise the College to create the USI on my behalf.

I understand that policies referred to in this handbook are available in full on the College website and that it is my responsibility to read the full policies on the College webpage.

I understand the College offers assistance and counselling and is committed to providing opportunities for my academic development during my course. I accept that it is my responsibility to act on my own initiative if I require academic assistance or counselling beyond scheduled classes.

Signed: _____ Date: _____

* Please detach and return this page to Reception, Student Services or your Trainer