



AUSTRALASIA INTERNATIONAL SCHOOL

INTERNATIONAL STUDENT HANDBOOK



TABLE OF CONTENTS

ABOUT US	4
OUR MISSION	4
COLLEGE CONTACTS LIST	5
ABOUT YOUR TRAINING	6
COURSE INFORMATION	6
ACCEPTANCE OF ENROLMENT	7
VENUE	7
ACCESSIBLE AREAS AND ACCESS TO TRAINERS	8
ASSESSMENT	8
ASSESSMENT TOOLS	9
RE-ASSESSMENT OPPORTUNITES	9
APPEALS	10
ATTENDANCE	10
BEHAVIOUR	11
CHANGE TO OUR BUSINESS	12
YOUR RESPONSABILITIES	12
CHANGE TO YOUR COURSE	12
COMPLAINTS AND APPEALS PROCESS	12
COURSE DEFFERAL OR SUSPENSION	13
COURSE PROGRESS	13
EDUCATION AGENTS	15
THIRD PARTY ARRANGEMENTS	15
EMERGENCY PROCEDURES	16
LEARNING DIFFICULTIES	18
LEGISLATION	18
STUDENT SUPPORT SERVICES	18
Student Support and Learning Assistance	18
STUDENT RESPONSIBILITIES AND RIGHTS	19
OUR RIGHTS AND RESPONSIBILITIES	20
PRIVACY	20
RECOGNITION OF PRIOR LEARNING (RPL)/ CREDIT TRANSFER (CT)	20
COURSE CREDIT	20
EVIDENCE REQUIRED FOR RPL OR CREDIT TRANSFER (CT)	20
RECORDS MANAGEMENT	21
ACCESSING YOUR PERSONAL RECORD	21
TRANSFERS BETWEEN PROVIDERS	21
TRAINING & ASSESSMENT DURING A PANDEMIC	23
WORKPLACE HEALTH AND SAFETY	23
ENROLMENT	24
GENUINE TEMPORARY ENTRANT	24
FINANCIAL CAPACITY REQUIREMENTS	24
ACCOMMODATION – STUDENT HOUSING	25
WORKING WHILE STUDYING	25



A WORD FROM OUR CHIEF EXECUTIVE OFFICER

Congratulations on your decision to study with us at the Australasia International School (AIS).

I am committed in helping you to achieve personal study goals. Our programs are aligned to meet the needs of Australian Businesses offering you the ability to be industry ready after graduation.

Our team will provide you with guidance and assistance to ensure that you gain the maximum benefit from your studies. They work hard so that your time with us proves to be enjoyable, safe and productive. All of us at AIS really want you to enjoy yourself and want you to achieve a full Australian qualification.

I firmly believe in the quality of training AIS provides and in the resources that you will use. You are to have the best opportunity to learn and so it is my job to deliver this to you.

If you have any questions please see a Student Services Officer or if you have any concerns please do not hesitate to discuss them with me personally, this can be easily arranged through any Marketing or Student Service staff member.

I wish you every success with your studies.

Bruno TINI
Chief Executive Officer (CEO)



ABOUT US

Australasia International School is a Registered Training Organisation (RTO Code: 6251), which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA).

Australasia International School is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students (CRICOS Provider Code: 02747G). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Australasia International School is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

OUR MISSION

The Australasia International School welcomes and supports students from all over the world in becoming a part of its learning community.

Whilst being empathetic, fair and equitable, AIS Staff will provide the student the foundations in learning to achieve and succeed in their chosen field.

AIS management will ensure adequate resources are provided to its trainers and staff, so that the student attains the necessary skills and knowledge for their studies.



COLLEGE CONTACTS LIST

 AIS 	Main phone number	Phone: (02) 8278 7232												
 SSO 	Student Support Officer	contact@aischool.edu.au Phone: (02) 8366 0908												
 CEO 	Responsible for the College: Bruno Tini	bruno@aischool.edu.au Phone: (02) 8366 0912												
 VETAM 	Academic Manager: Lokesh Singh	lokesh@aischool.edu.au Phone: (02) 8366 0909												
 TRAINING CO-ORDINATOR 	Vishu Arora	vishu@aischool.edu.au Phone: (02) 8366 0909												
 Operations and Support Office 	Viswakanth Pedaballe	viswa@aischool.edu.au Phone: (02) 8366 0909												
 Administration Manager 	Jin Yang	jin@aischool.edu.au Phone: (02) 8366 0908												
 Marketing Department 	Jason Bae	jason.e.b@aischool.edu.au Phone: (02) 8366 0910												
 RTOC 	Compliance Manager, Amalia Portelli.	amalia@aischool.edu.au Phone: (02) 8366 0911												
 Student welfare officer 	Assists students who are experiencing difficulties and wish to speak to someone about it. Any SSO can arrange this as a service by request to the CEO.	Available on request, ask any Student Support Officer.												
 Interpreters 	A variety of staff have second languages and can assist in:													
	<table border="1"> <tr> <td>Hindi</td> <td>Armenian</td> </tr> <tr> <td>Bahasa Malaysia</td> <td>Italian</td> </tr> <tr> <td>Korean</td> <td>Mandarin</td> </tr> <tr> <td>Mongol</td> <td>Russian</td> </tr> <tr> <td>Slovakian</td> <td>Swedish</td> </tr> <tr> <td>Thai</td> <td></td> </tr> </table>		Hindi	Armenian	Bahasa Malaysia	Italian	Korean	Mandarin	Mongol	Russian	Slovakian	Swedish	Thai	
Hindi	Armenian													
Bahasa Malaysia	Italian													
Korean	Mandarin													
Mongol	Russian													
Slovakian	Swedish													
Thai														
 Who is the SSO Officer? 	All staff who work in administration or in VET Administration are also Student Service Officers (SSO). All staff can answer your questions and will refer you to the right person or provide you with information to help with your enquiry.													
 Feedback, Concerns and Ideas 	AIS is always open to listening to your feedback, ideas and any concerns that you may have.	feedback@aischool.edu.au concerns@aischool.edu.au ideas@aischool.edu.au												



ABOUT YOUR TRAINING

You will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required to gain employment;
and
3. Support services to ensure your training can be completed.

We will not guarantee:

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.

COURSE INFORMATION

Enrolling in one of our courses is the next step to increase your skills and knowledge for the personal services industry.

Our course offerings are:

CRICOS Code	Code	Course Name
103919G	BSB40920	Certificate IV in Project Management Practice
104032E	BSB50820	Diploma of Project Management
104435H	BSB60720	Advanced Diploma of Program Management
104172D	BSB50420	Diploma of Leadership and Management
105008H	BSB60420	Advanced Diploma of Leadership and Management
093187C	HLT42015	Certificate IV in Massage Therapy
092865M	HLT52015	Diploma of Remedial Massage
089083A	SHB30115	Certificate III in Beauty Services
089039E	SHB40115	Certificate IV in Beauty Therapy
089052G	SHB50115	Diploma of Beauty Therapy
096557B	SHB50216	Diploma of Salon Management

ENTRY REQUIREMENTS – TRAINING PACKAGE SPECIFIC

Each course on our scope of registration has its own unique enrolment requirements, which have been designed to ensure, we only enrol someone who is most likely to complete the training and gain the qualification.

As such we direct your attention to the brochure for the course you are seeking to enrol in for the most accurate and up to date entry requirements. For further information about our courses please download a Prospectus for ASI website: www.aischool.edu.au.

ENTRY REQUIREMENTS – RTO SPECIFIC

We have designed each course to meet the needs of the students most likely to enrol and successfully complete the training.

Each course we offer, has entry requirements, which we have determined are the minimum a person must hold prior to enrolling.

As such we direct your attention to the brochure for the course you are seeking to enrol in for the most accurate and up to date entry requirements.



ACCEPTANCE OF ENROLMENT

Your enrolment is accepted in full when you have completed the following:

1. Submitted an application for enrolment;
2. Undertaken an initial skills assessment;
3. Returned your written agreement; and
4. Paid the initial course fee payment or paid course fees in full.

LICENCING REQUIREMENTS

Each course on our scope of registration may not have licencing requirements for the employment outcomes associated with the training and qualification.

As such we direct your attention to the brochure for the course you are seeking to enrol in for the most accurate and up to date licencing information.

VENUE

All beauty, massage courses and business training and assessment services are conducted at; Level 4, 127 Liverpool Street, Sydney NSW 2000.



Our training venue is centrally located to public transport, cafés and restaurants, shopping precincts and off-street parking and meets the requirements of registration. We provide you with the following:

1. Air Conditioned Training rooms;
2. Training resources;
3. Student computer kiosks;
4. Kitchenette break area;
5. Offices for confidential meetings with your trainer;
6. Simulated work environment for practical training and assessment where not able to be done in an actual workplace.



ACCESSIBLE AREAS AND ACCESS TO TRAINERS

Trainers are accessible as per timetable.

No access is granted to non-classroom area's including:

1. telephones,
2. photocopiers,
3. fax machines and
4. any other non-training related equipment.

Students have access to trainers on an individual and confidential level if there are any concerns in understanding; and the training information, or any other concerns relating to their attendance. Student Service Officers (SSO) are always available.

ASSESSMENT

ASSESSMENT STANDARDS

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our training we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40116 Certificate IV in Training and Assessment or higher qualification.
2. All our assessments will lead to the issuing of a certificate being either a full qualification or a statement of attainment (SOA) under the AQF.
3. All of our assessments will be:
 - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context,
 - Fair - Assessment procedures will be fair, so as not disadvantage any students. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all students,
 - employ a participatory approach,
 - provide for students to undertake assessments at appropriate times and where required in appropriate locations.
 - Flexible - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

ASSESSMENT TASK CRITERIA

All our assessments are explained thoroughly in how to complete them and what their purpose is. Assessments are resulted as Satisfactory (S), Not Yet Satisfactory (NYS) or Not Attempted (NA). When all Assessments tasks for each unit have been resulted either a Competent (C) or Not Yet Competent (NYC) result is given for the unit.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.



ASSESSMENT TOOLS

We apply a range of assessment tools for each unit of competency in a course as determined by what is most appropriate for us to measure a student against the training package requirements.

The assessment tools we use are:

Questioning	Written reports
Assignments	Written questions
Role plays/observations	Clinic logbook/supervisor reports
Presentations	Projects
Case studies	Portfolios

Note: Not all assessment tools are used for each qualification.

Our assessment tools do not:

1. disadvantage particular students or groups of students; or
2. place unnecessary demands on students that may prevent a student from demonstrating competence.

RE-ASSESSMENT OPPORTUNITES

NOT PROGRESSING SATISFACTORILY

In order to demonstrate good academic progress, we expect all students to successfully complete or demonstrate competency in at least 50% of the course requirements for each term.

This means a student must have achieved competency in 50% of all units in a term and not 50% of each unit of competency's assessment tasks.

Unsatisfactory course progress is determined as failing at least 50% of the course requirements for a term and is considered a reportable incident when it occurs in two (2) consecutive terms.

Assistance with maintaining course progress, in the first instance will require each student not meeting their obligation to participate in the Assessment Intervention Plan (AIP).

NOT SUCCESSFUL IN ASSESSMENT

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Yet Satisfactory (NYS) within the same term. No additional fees are charged.

Students who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment (within the same Term it was delivered) unless it is due to Compelling, Compassionate Circumstances, will be given the opportunity to request an additional time to resubmit and in this time they can request a mentoring/coaching session if required. After that they will be charged a re-assessment fee during which is payable prior to Week 11 of Academic Intervention Program (AIP).

Reassessments are organised by the Student Services Department and a cost will be incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency. Student Services will advise of the cost of repeating a unit of competency and the cost for reassessment.



Repeating a unit of competency is subject to timetable availability.

Students not achieving competency for any units, will have the opportunity to be re-assessed on an individual basis by mutual arrangement.

This may be arranged prior to course completion to allow for students to graduate with other class participants

Note: Should you not complete the assessment task on the alternate date, you will be charged an alternate assessment fee.

APPEALS

ASSESSMENT APPEALS

If a student disagrees with an assessment outcome or process, he/she may commence the assessment appeals process by application through Student Services.

An assessment appeal may only be lodged, if:

- The student has been assessed as Not Yet Competent (NYC) in an assessment against specific competency standards;
- The student feels they have sufficient grounds and evidence entitling them to be assessed as competent or granted RPL (if applicable); or
- The student is able to demonstrate, they have the skills and experience to be able to meet the learning outcomes of units you are appealing against.

For further information relating to Complaints and Appeal please visit the AIS website: www.aischool.edu.au.

ATTENDANCE

To be successful in completing your training and gaining the qualification, you must attend regularly and participate in the learning and assessment tasks.

The minimum standard to achieve satisfactory attendance is:

1. Attend a minimum of 80% of all structured training hours; and
2. Complete 100% of all assessment tasks satisfactorily.

We will monitor your attendance and will provide counselling and assistance to those students not meeting the attendance requirements.

If the absence is due to a medical condition or illness, you are required to produce a medical certificate from an Australian Legally Qualified Medical Practitioner. You may not produce a sickness certificate from a chemist.

You are not allowed to be absent from a designated training day for paid employment.

FAILURE TO ATTEND

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course.

Failure to attend may place you at risk of not completing your course and in that case no refunds can be provided.



LATENESS TO CLASS

1. Lateness to class on any day is not acceptable;
2. When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
3. We expect that all students will be in the room on time after breaks throughout the day.

BEHAVIOUR

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to equal opportunity, harassment, bullying and discrimination.

Unacceptable behaviour includes:

- Inappropriate language means: no swearing or abusive language;
- Mobile phones: no mobile phone use during class times or recording of content;
- Eating: no eating in the classroom;
- AIS does not tolerate any drugs or alcohol on learning site, in classrooms or the building
- Playing games on mobile devices during class times;
- Lateness returning to class from breaks is unacceptable;
- Disrespectful behaviour to all other students, trainers and other individuals;
- Misuse of our computer system;
- Littering;
- Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means; and
- Jumping, standing on or putting shoes on furniture is not permitted.

NOTE: Students who do not adhere to the above Behaviour guidelines may be subject to a formal complaints process that may lead to the cancellation of their enrolment and reported as such.

CLOTHING ATTIRE NOT ACCEPTABLE

Includes thongs, singlet tops, midriff tops, board shorts, ripped & highly torn jeans. Ladies you must not wear short skirts or shorts that considered inappropriate and not professional in the working environment. No open toe shoes for massage and beauty students while attending classes.

Any breaches of the dress code may result in the student being asked to leave class to change into more appropriate attire. **AT ALL OTHER TIMES** students must ensure their professional appearance is conducive to a professional working environment.

SMOKING, DRUGS AND ALCOHOL

Smoking: Is prohibited in all buildings and covered areas and Students are expected to use the ashtrays where provided.

Drugs and Alcohol: Students are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course. Any student who is affected by the use of drugs and/or alcohol whilst attending training is in breach of Australasia International College (AIS) code of conduct and is subject to severe disciplinary action. This can include suspension, expulsion, or any other penalty appropriate under the circumstances.



CHANGE TO OUR BUSINESS

Whereby AIS make any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of head office or campus, and
5. Contact details of the organisation.

AIS shall notify students as soon as reasonably practicable and also advise how these changes affect their training.

YOUR RESPONSABILITIES

As an overseas student on an Australian Student visa (Sub class 500) or a local student (on any other Australian Visa), you have responsibilities to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement (Letter of Offer) with AIS as the education provider;
- inform AIS if you change your residential address, phone number or email;
- maintain satisfactory course progress; and
- follow AIS Attendance Policy.

CHANGE TO YOUR COURSE

Should you wish to change the course, please see a Student Service Officer. Changing your initial course is not normally advised. Fees may apply.

COMPLAINTS AND APPEALS PROCESS

In keeping with the National VET Regulator Act 2011 and RTO Standards 2015, AIS has a Complaints and Appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

1. A complaint relates to any matter not related to your training outcomes, and
2. An appeal only relates to your training outcomes

You may Complain or Appeal:

1. Informally – a brief discussion with your trainer, where the trainer’s explanation is sufficient to resolve the matter, or
2. Formally – in writing, where an investigation is required to resolve the matter.

Our full complaints and appeals policy and procedure is available at www.aischool.edu.au.

Note: Nothing in our complaints and appeals procedure, prohibits or restricts your rights under Australia’s consumer laws or from engaging with the Overseas Student Ombudsman.



COURSE DEFFERAL OR SUSPENSION

You may seek a course deferral, or suspension under compassionate or compelling circumstances. Please visit the AIS website for the Defer, Suspension or Cancellation Policy www.aischool.edu.au.

Course Extensions

If a course extension is requested, AIS must not extend the duration of the enrolment if you are unable to complete the course within the expected duration, unless:

1. There are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
2. The registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
3. An approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (deferring, suspending or cancelling the overseas student's enrolment).

If AIS does extend the duration of your enrolment, you must contact the Department of Home Affairs to seek advice on any potential impacts on your visa, including the need to obtain a new visa.

AIS is not obligated to extend the period of your enrolment if you have not completed your course on time.

An enrolment can be extended with a payment of an additional fee, which will be calculated based on the number of units of competency and assessment tasks to be completed.

Please talk to a Student Service Officer if you expect that you will require longer than the allocated course period.

COURSE PROGRESS

Satisfactory course progress is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period (Term). So, to be clear, if there are four (4) units of competency scheduled to be delivered in a study period, the student must achieve competency in at least two (2) of those units to be achieve satisfactory course progress. Some courses include units of competency that are delivered concurrently for a longer period than 1 study period (Term), in such cases, AIS will ensure that students will always complete successfully at least 50% of assessment tasks scheduled for the Term.

Scenario: There are five (5) units of competency scheduled to be delivered in a study period. At the end of the study period, the student has only achieved competency in two (2) units of competency. To achieve 50% or greater, the student would have needed to achieved competency in at least three (3) units of competency.

Therefore, the student with only two (2) units is assessed to have unsatisfactory course progress.

MONITORING, RECORDING AND ASSESSING THE COURSE PROGRESS

Responsibility for monitoring student progress

AIS Administration/Student Support Team is responsible for:

- a) identifying any student who may, be in need of support or intervention,
- b) working with the student and trainer to provide appropriate intervention;
- c) identifying students who have not made satisfactory progress in two (2) consecutive study periods.

Any agreed intervention strategy is recorded in student file.



The trainer is also responsible for referring any issues pertaining to a student who is not making satisfactory progress to AIS Administration/Student Support Staff.

When dealing with a student who is not progressing in their course we will:

1. Ensure all students are treated fairly and openly;
2. Aim to maintain student confidentiality and privacy except as required by law;
3. Ensure appropriate information will be made available to students identified as at risk of not achieving satisfactory course progress;
4. Ensure ease of access to learning and other support to students at risk of not achieving satisfactory course progress.
5. Ensure equity, consistency, transparency and natural justice principles are observed.
6. Ensure privacy laws are respected.

MONITORING ACADEMIC PROGRESS STEPS

To ensure the effective monitoring of a student's progress, AIS Administration/Student Support Staff will:

1. At the end of each study period identify those students who have not demonstrated competency in at least 50% of the course requirements in the compulsory study period, i.e. students who have not made satisfactory course progress at the end of the compulsory study period;
2. Monitor the progress of students during each study period to ensure at all times, students are in a position to complete the course in the time as specified on their CoE;
3. Contact students who have failed to achieve satisfactory course progress and arrange a meeting to discuss any concerns with students and offer assistance; and
4. Continue to monitor and record student's academic progress on completion of each further study period.

INTERVENTION STRATEGY

It is a requirement under the terms of the National Code 2018 that we must undertake an intervention strategy to attempt to resolve a problem with student's progression.

Evidence to be used to support a claim of unsatisfactory progress include:

1. poor attendance records;
2. samples of the student's completed and not completed assessment tasks; and
3. trainer feedback on training/classroom participation levels, etc.);
4. status of student tuition fees

ASSESSMENT INTERVENTION PLAN (AIP)

Intervention strategies AIS may use to address course progress is the Assessment Intervention Plan (AIP).

In cases whereby a student is struggling with the learning materials, the trainer, is to recommend to Administration/Student Support a strategy or range of strategies which will benefit the student/s. AIS is required to report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance Standard 8 of the National Code 2018 for Internationals Student if:

1. The internal and external complaints processes has been completed and the decision or recommendation supports the registered provider, or
2. The student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
3. The student has chosen not to access the external complaints and appeals process, or
4. The student withdraws from the internal or external appeals processes by notifying the registered provider in writing.



EDUCATION AGENTS

Education agents are usually your first point of contact when intending to undertake study in Australia and the activities and ethics of all education agents is important to Australia's and our reputation as a desirable destination for students.

When we engage with agents, we are committed to ensuring all education agents act ethically and appropriately when representing our business, life and study in Australia.

THIRD PARTY ARRANGEMENTS

AIS does not engage with any Third Party to provide any training and assessment services on its behalf.

AIS does enter into an agreement with an Education Agent to provide marketing and recruitment services on its behalf.

Engagement with Third Parties to provide student support services will only be on a case by case basis and only when such services are outside of the scope and ability of AIS Staff.

EMPLOYMENT OPPORTUNITIES

Upon successful completion of your training may be able to gain employment in the areas for which you have been trained and prepared.

At no time does AIS guarantee that you will be employed at the successful completion of your training.

FEEDBACK AND COMMUNICATION

AIS embraces an ongoing policy of open communication and encourages feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of our services.

AIS would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

You may send an email to feedback@aischool.edu.au detailing your concerns feedback. This is sometimes referred to as informal feedback. Once this feedback has been received a staff member from AIS Student Support team will may contact you to assist you where we can.

Feedback will be sought through the completion of a Student Satisfaction Surveys provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services.



EMERGENCY PROCEDURES

Emergencies

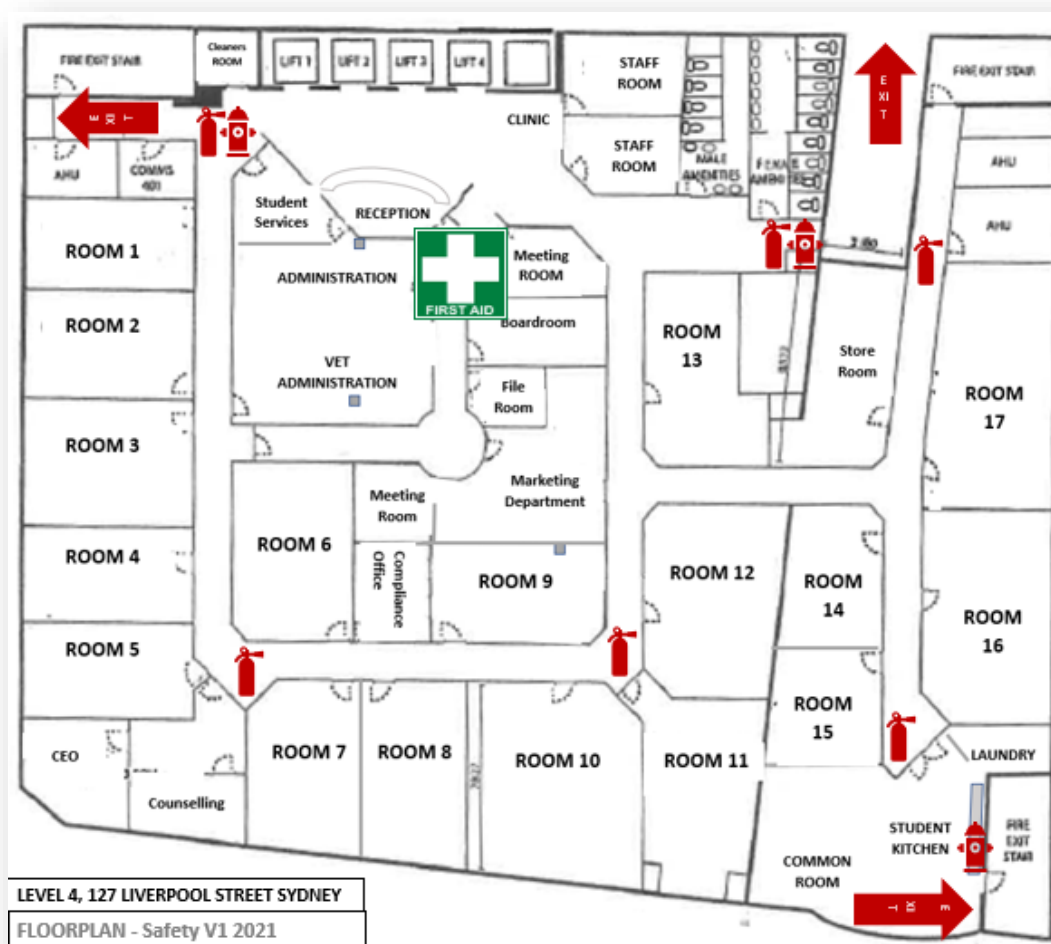
In the event of an emergency you;

- You must follow all directions given to you by AIS staff.
- AIS staff have been trained to manage certain situations.
- Ais has nominated Fire Wardens (wearing a high visibility vest) who will give you certain directions to follow, you must follow all directions.

For all emergencies that are:

- Life threatening, 000 from your telephone or 112 from your mobile phone (free call).
- Life threatening includes access to Fire, Police and Ambulance services, operating 24 hours a day.
- NOTE: Dialing 000 (or 112 from your mobile) as a prank call is an offence and you may be in trouble with the police if you do it.

Campus Map showing Fire Extinguisher and Fire Hose access including three Emergency Exits:





FEE PAYMENT

As a Nationally Registered Training Organisation we are able to collect fees from the student and must provide or direct the student to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Student's rights as a consumer, including but not limited to any statutory cooling-off period;
- Student's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - we fail to provide the Services.

For further information relating to Fees refer to AIS's Fee Management Policy located on the AIS website <https://www.aischool.edu.au>.

NO FEE SERVICES

Where possible AIS will provide referrals to external services to assist the student in their learning. These referrals do not usually attract any charges.

AIS Complaint or Appeal processes do not attract a fee unless an external third party is required.

FEE PROTECTION

Your fee payments are protected by our admission to the Tuition Protection Service.

Where we are unable to provide services for which you have paid, you will:

1. Be placed into an equivalent course such that the new location is suitable to you; and you receive the full services for which you have prepaid at no additional cost; or
2. Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

For further information relating to fee protection refer to AIS's Fee Management Policy located on the AIS website <https://www.aischool.edu.au>.

INDUSTRY ENGAGEMENT

AIS engages with industry including skills councils and employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry.

ISSUANCE OF AWARDS

AIS shall ensure AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to us have been paid.

Statements of Attainment will be issued where a student does not complete a full qualification or is only deemed competent in some of the Units of Competency.

In cases where a student has lost or misplaced their certificate or Statement of Attainment a fee of \$50.00 will be incurred for any replacement copies.

Unique Student Identifier (USI)



Student will only be issued a full Qualification or Statement of Attainment for a Nationally Accredited course if they have provided AIS with a Unique Student Identifier (USI). To register for a USI or obtain further information relating to the USI visit <https://www.usi.gov.au/>

LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer or VETAM, prior to course commencement.

LEGISLATION

AIS is subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation (RTO), AIS's obligations to you as our clients, and relates to the industry that AIS is conducting training for.

Legislation is continually being updated and all employees are made aware of any changes.

The legislation instruments that effects your participation in our Vocational Education and Training programs includes but is not limited to:

The Corporations Act	The Trade Practices Act	National guidelines as approved by the Industry Skills Councils, National Centre for Vocational Education and Research, Australian Skills Quality Authority (ASQA)
National Vocational Education and Training Regulator Act 2011	Standards for Registered Training Organisations 2015	
Training Policies and Procedures	Equal Opportunity Act 1984	Work Health and Safety Act 2011
Privacy Act 1988	The ESOS Act, 2000	Fair Trading Act 1987
Student Identifiers Act 2014	Work Health and Safety Regulation 2017	The National Code for International Students 2018

STUDENT SUPPORT SERVICES

AIS can offer training courses to all members of the community, we have established a number of vocational supports which include special assistance with:

1. Assessment tasks,
2. Language, literacy and numeracy; and
3. English language courses at a registered English language school.

Student Support and Learning Assistance

Support Class

Learning Assistance is available for students requiring additional academic support or remedial literacy/numeracy assistance. One-to-one assistance with assignments and assessment tasks might be provided with a prior appointment. Trainers may provide additional learning material where gaps are identified in either the participant's underpinning knowledge or the training resources. The support class trainers also assist students in understand vocabulary, industry jargon, use of technology software and platforms. The support classes are aware of the needs of international students and will deliver the sessions based on your needs and levels of assistance required. Students are highly recommended to attend these classes for any learning assistance and support that they may have.



Language Classes

If you are still struggling with the language, we can organise an intensive course through a provider as part of an intervention strategy to assist you in your course completion.

AIS's Student Support Team can provide information (upon request) with:

Accommodation assistance	Food/material assistance
Centrelink	Personal support
Counselling	Fair Work Australia
Women's Legal Resource	Interpreting services
Legal aid	Australian Tax Office
Ethnic Communities Council	

AIS's Student Support Staff are:

1. Lokesh Singh,
2. Jin Yang,
3. Vishu Arora,
4. Viswa Pedaballe.

Students may seek support from our Student Support Staff by:

Coming into Level 4, 127 Liverpool Street, Sydney;

Phoning reception on 02 8278 7232;

Emailing a support officer on:

lokesh@aischool.edu.au;

jin@aischool.edu.au ;

vishu@aischool.edu.au; or

viswakanth@aischool.edu.au

STUDENT RESPONSIBILITIES AND RIGHTS

When you elect to participate in training with us, you have a responsibility to:

1. Adhere to our policies and procedures;
2. Adhere to your VISA requirements;
3. Treat others with respect, fairness and courtesy;
4. Not plagiarise, collude or cheat in any assessment activity;
5. Attend class and arrive on time;
6. Notify your trainer if you will be absent or late;
7. Participate in the course;
8. Submit assessments on time and in the required manner; and
9. Provide written notice of any changes to your enrolment status.

You have a right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;



- Have personal property protected from damage and other misuse;
- Learn in an environment that is conducive to success;
- Work and learn in a support environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirement and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions.

OUR RIGHTS AND RESPONSIBILITIES

AIS will maintain and deliver high quality training courses, complying with the Australian Quality Framework (AQF) accreditation requirements as a Registered Training Organisation.

AIS will maintain workplace, health and safety, equal opportunities, harassment, bullying and discrimination policies and relevant legislation.

AIS will:

1. Have suitable qualified staff;
2. Provide all training services for which we are registered to provide;
3. Student resources; and
4. Effective assessment tools.

PRIVACY

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act and is securely stored. It will not be accessed by any unauthorised person without prior written consent from the student.

Our full privacy policy is available:

1. In your pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

A full copy of our Privacy Policy is available on AIS website <https://www.aischool.edu.au>.

RECOGNITION OF PRIOR LEARNING (RPL)/ CREDIT TRANSFER (CT)

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers.

If you fit in this category enquire about RPL/CT which could significantly shorten your study requirements.

To do this speak with a staff member from AIS Administration/Student Support at the time of enrolling.

COURSE CREDIT

All students are made aware of the ability to apply for course credit via an RPL and CT application through the enrolment process of the course. Applications for credit transfer and/or recognition of prior learning must be made at the time of submitting an application for enrolment.

EVIDENCE REQUIRED FOR RPL OR CREDIT TRANSFER (CT)

During the enrolment process, applications for RPL or CT are to be submitted.



All applications are to be submitted to AIS Administration/Student Support Team and must include:

1. Original documents or certified copies of original Certificates/Statements of Attainment;
2. Evidence of work experience; and
3. Evidence of non-accredited training.

There is no fee attached to a Credit Transfer, however if an application for credit transfer only shows sufficient evidence for Recognition of Prior Learning then the appropriate fee will be charged.

Applications for credit transfer and/or recognition of prior learning must be made at the time of submitting an application for enrolment.

RECORDS MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

1. Participant personal details - recorded and entered at the time of enrolment and confirmed at training session
2. Course details - recorded and entered at the time of enrolment and confirmed at training session
3. Course units of competency or modules - recorded at the time of enrolment and confirmed at training session
4. Progress - recorded on hard copy by trainers/assessors.
5. Attendance - recorded on training session rolls by trainers/assessors;
6. Completed assessments – retained for two years.

Participant records must be maintained for 30 years.

ACCESSING YOUR PERSONAL RECORD

To access your personal record, you need to see an AIS Student Support Officer and make an appointment by phoning the office or sending an email with your name and student identification number to lokesh@aischool.edu.au.

TRANSFERS BETWEEN PROVIDERS

For a student to transfer to **AIS** they must have:

1. Completed a minimum of 6 months training with the initial Registered Training Organisation. (This restriction applies to any prerequisite courses in a package of courses, as well as the first six (6) months of the Principal Course.)
2. Pay an administration fee and the cost of providing training for the units yet to be completed (outlined in the students Letter of Offer - LOO).
3. Fit into an existing program, or
4. Await the commencement of the next scheduled course.

The former Registered Training Organisation agrees to the transfer and provides:

- Reimbursement to the student for the unused portion of the training.
- A statement of attainment for units already completed and determined as competent.



AIS Administration/Student Support Staff is to ensure the following has occurred prior to enrolling a student involving a transfer:

1. Student has completed six (6) months of their principal course.
2. Provide the existing RTO with a letter of acceptance of the student.

For a student to transfer **from AIS** to another provider, the Administration/Student support is to ensure the student has:

1. Completed a minimum of six (6) months training. (This restriction applies to any prerequisite courses in a package of courses, as well as the first six (6) months of the principal course.)
2. Paid any outstanding fees and the cost of providing training for the units completed.
3. Provided a letter of acceptance (also known as a Letter of Offer – LOO) of the student in the new RTO.
4. A letter of release has been provided.
5. There will be no detriment to the student.

TRAINING DELIVERY

To meet student's needs, we provide the following methods of learning:

1. Lectures delivered by a trainer to provide students with the theoretical knowledge required to perform the required tasks and apply the knowledge to different situations in work environments;
2. Lecturer lead Moodle sessions incorporating online learning resources, assessments and how assessments are to be uploaded by date due in the assessment submission point. NB Moodle has not been noted in the volume of learning;
3. Practical training; and
4. Assessment activities.

Additional training is to be completed through the student selecting appropriate non-structured activities which may include any or all of the following:

1. Private study, preparation and follow-up;
2. Self-initiated learning;
3. Research;
4. Undertake practice in the industry skill sets in the qualification;
5. Attend industry trade events;
6. Read industry magazines;
7. Engage with industry networks including LinkedIn;
8. Participate in conferences and technical seminars

We will ensure students have every reasonable opportunity to complete their training.

The delivery approach is to be adjusted based on the students:

- level of language, literacy and numeracy;
- personal circumstances;
- previous education and training; and
- experience



TRAINING & ASSESSMENT DURING A PANDEMIC

In 2020 the world was struck with a Pandemic, COVID19.

AIS understands that international students are required to maintain their student visa obligations, and AIS can do this. AIS has a Campus Closure Plan (CCP) to necessitate the safety of staff, trainers and students whilst maintaining student enrolments. If the CCP is activated, all trainers and students maintain international student visa conditions using our Distance Delivery Mode of training & assessment. Students will attend a virtual classroom using Zoom where trainers conduct classes and maintain the current timetable. Students have a number of resources available for research and study as well. All assessments are managed through our Learner Management System and additional support classes are available. If any practical components in training are required, AIS can utilise video recordings or if that is not practical, that component can be undertaken until such time as a return to campus advice has been sent.

TRAINERS AND ASSESSORS

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services through the employment of a trainer who:

1. Holds the qualification you are being trained in;
2. Has recent and relevant workplace/industry experience; and
3. Is considered a subject matter expert in their respective field.

Note: We do not engage any other registered training organisation or third parties to deliver or assess on our behalf.

STUDY PERIOD

The AIS student term runs for ten (10) weeks and there are four (4) terms per year. An additional week (week 11) is available to students to re-submit any Not Yet Satisfactory (NYS) assessments during that term. Week 11 is referred to as the Assessment Intervention Program (AIP) or Assessment Re-submission Week.

Each course will be delivered to meet the specific requirements for each student or group of students and a student calendar is updated and available at www.aischool.edu.au.

WORKPLACE HEALTH AND SAFETY

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff.

During your course class induction, your trainer will explain the WHS requirements particular to your training location and where if required the need to wear protective personal equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

VISA REQUIREMENTS AND CONDITIONS (this information is provided from

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> - The Department of Home Affairs)



ENROLMENT

With limited exceptions, you must be enrolled in a full-time course of study that is registered on the Commonwealth Register of Institutions and Courses for Overseas for Overseas Students (CRICOS) (Australian Visa Holders Subclass 500).

If you are applying from outside Australia, you must include a Confirmation of Enrolment (COE) for each intended course of study with your visa application. A Letter of Offer from your education provider will not be accepted.

If you are applying for more than one course in your student visa application, you must include all Confirmation of Enrolment (COE) codes in the application form or the visa may only be granted for the COE provided.

GENUINE TEMPORARY ENTRANT

The GTE requirement applies to all student visa applicants.

The genuine temporary entrant (GTE) requirement is an integrity measure to ensure that the student visa program is used as intended and not as a way for international students to maintain ongoing residency in Australia.

When assessing the GTE requirement, we will consider the requirements set out in direction number 69 of the Migration Act 1958. To assess this, we will consider:

1. Your circumstances;
2. Your immigration history;
3. If you are under 18 years old, the intention of your parent, legal guardian or partner; and
4. Any other relevant matter.

The GTE requirement provides a useful way to help identify those applicants who are using the student visa program for motives other than gaining a quality education. The requirement is not designed to exclude students who, after studying in Australia, go on to develop the skills required by the Australian labor market and apply to become permanent residents.

FINANCIAL CAPACITY REQUIREMENTS

You need to have enough money that is genuinely available to you, to pay for your course fees, and travel and living costs for you and your accompanying family members while you are in Australia.

You might need to provide evidence of your financial capacity with your visa application. Check the Document Checklist Tool (disclaimer) to find out the evidence you need to provide.

EVIDENCE OF FINANCIAL CAPACITY

If you need to provide evidence of financial capacity, you will be able to demonstrate this by providing one of the following:

1. Evidence of funds to cover travel to Australia and 12 months' living, course and (for school aged dependents); schooling costs for the student and accompanying family members; and
2. Evidence that you meet the annual income requirement.



Course fees

Calculate the first 12 months of your course fees or include the total cost of your course if it is for a duration of 12 months or less. Deduct any prepaid costs and provide evidence of these payments (this should be on your Confirmation of Enrolment or provide receipts).

If you are in Australia and your course has already commenced, calculate the course fee payable for the 12-month period commencing from the date on which you lodge your application.

HEALTH REQUIREMENTS

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. But there are also other types of insurance which you may find useful.

The health assessment process can take several weeks to complete. To help avoid delays, you can choose to undertake your health examination prior to lodging your visa application.

For more information about Overseas Student Health Cover (OSHC) visit the Study in Australia website or follow this link: <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>.

CHARACTER REQUIREMENTS

Everyone who wants to enter Australia must be of good character and will be assessed against the character requirements.

You must answer a number of character related questions on your visa application form and the information you provide will be used to assess your character.

ACCOMMODATION – STUDENT HOUSING

International students requiring accommodation are able to take advantage of a number of accommodation types in the region. These include:

1. Oz Homestay,
2. Living with a relative,
3. Private rentals, and
4. Student housing.

For more information about student accommodation whilst studying in Australia visit the website Study NSW or follow this link: <https://www.study.sydney/live/accommodation>

WORKING WHILE STUDYING

Australia is a great place to work as an international student. You may choose to work while you are studying. This can be an option to earn extra spending money and get a taste of the local culture. Here are a few things to remember:

- Work hours: You can work up to 40 hours every two weeks while you are studying, and unlimited hours during holiday breaks.
- Workplace protections: You have the same protections at work as anyone else working in Australia.
- Minimum wage: You will get at least a minimum rate of pay per hour no matter what job you do.
- Strong support: You will find support every step of your journey as a student worker. Help is always available from government and private organisations as well as your education provider

Source: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/work>



The number of hours you can work in Australia can be found in your visa conditions. Should you have any questions about working while you study and your Visa responsibilities you should speak to your Agent or Immigration Lawyer.

TAX FILE NUMBER

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office.

YOUR WORKPLACE RIGHTS

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law.

The Fair Work Ombudsman Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

More information is available about Workplace rights - for all visa holders working in Australia.

For more information relating to your Work Rights and Fair Work as an international student visit the website the Fair Work Ombudsman or follow this link: <https://www.fairwork.gov.au/find-help-for/visa-holders-migrants>.

END OF DOCUMENT