



# Australian Institute OF CAREER EDUCATION

*A subsidiary of St Jude's Health Care Services*  
RTO CODE: 52359



# INTERNATIONAL STUDENT HANDBOOK

WELCOME TO AICE

## **TABLE OF CONTENTS**

---

1. INTRODUCTION .....	6
Courses we offer .....	6
Why study at Australian Institute of Career Education? .....	6
This handbook.....	6
2. INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING .....	8
What is VET? .....	8
National recognition .....	8
What is competency-based training? .....	8
Training Packages .....	8
Delivery of Training.....	8
Certificates and Results.....	8
Australian Country Education Profile .....	9
Registration and Orientation .....	9
3. INFORMATION FOR INTERNATIONAL STUDENTS.....	11
The ESOS Framework – providing quality education .....	11
Protection for overseas students .....	11
Tuition Fee Protection.....	11
Student rights .....	11
Condition of your visa .....	12
Overseas Student Health Cover (OSHC) .....	13
Permission to Work Arrangements.....	14
Fair Work Ombudsman .....	14
4. COURSE DELIVERY AND ASSESSMENT .....	15
Delivery of Courses .....	15
Learning Resources .....	15
Assessment Requirements.....	15
Assessment Submission.....	16
Plagiarisms.....	16

---

Missed Assessment.....	16
Assessment Outcomes.....	16
Re-assessment .....	16
Student Feedback.....	17
Recognition of Prior Learning (RPL).....	17
National Recognition (Credit Transfer).....	17
Evidence requirements for national recognition .....	18
Issuing Qualifications and Statements of Attainment .....	18
5. COURSE ENROLMENT .....	20
Language, Literacy and Numeracy.....	21
The Unique Student Identifier .....	21
6. INSTITUTE POLICIES .....	22
Monitoring Course Progress .....	22
Monitoring Course Attendance .....	22
Deferring, Suspending or Cancelling a Course .....	23
Transferring to Another Provider .....	24
Extension of Student Study .....	25
Reduction of Student Study.....	25
Holidays and Leave .....	25
Special Leave .....	25
Leave Application Procedure .....	26
Sick Leave .....	26
Privacy .....	26
Disclosure of Information .....	27
Access and equity.....	28
Discrimination and Harassment.....	28
Complaints and Appeals .....	28
Complaints and appeals handling.....	29
Complaints Handling Procedure .....	29
Appeal Handling Procedure .....	31

Emergency Evacuation Procedure.....	32
Critical Incidents .....	32
Critical Incident Procedure .....	33
7. COURSE REQUIREMENTS AND GENERAL ADMINISTRATION .....	36
Course Requirements and Payments.....	36
Payment of Tuition Fees and standard associated fees .....	37
Terms and Conditions.....	38
Refund and Cancellation .....	38
Statutory Cooling Off Period.....	41
Change of Session.....	41
Change of Address or Contact Details.....	41
Student ID Card.....	41
Termination .....	41
Extending Course Duration.....	42
Student Request Form.....	42
8. LEGISLATIVE AND REGULATORY RESPONSIBILITIES.....	42
Work Health and Safety (WHS) Act 2011.....	42
Privacy Act 1988 .....	43
Anti-Discrimination Act 1992 .....	43
Disability Discrimination Act 1984 .....	43
Sex Discrimination Act 1984 .....	43
Copyright Act 1968 .....	44
Industrial Relations Act 1999 .....	44
Fair Work Act 2009.....	44
9. STUDENT SUPPORT SERVICES .....	45
Welfare services .....	46
Accommodation .....	46
Employment.....	46
Useful Contacts & Information.....	46
Counselling Support Services .....	47

Community Support Services.....	47
10. LIFE IN AUSTRALIA .....	49
Cost of Living in Australia .....	49
Schooling for Dependants .....	49
Your safety .....	50
Banking.....	50
Medical and Health .....	51
Hospitals.....	51
Transport .....	51
11. CAMPUS FACILITIES AND GUIDELINES.....	52
Australian Institute of Career Education Classroom Guidelines .....	53
How to Reach AICE City Campus .....	53

# 1. INTRODUCTION

---

## **Australian Institute of Career Education (AICE)**

Australian Institute of Career Education is a Registered Training Organisation (RTO), ID Number 52359, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA).

Australian Institute of Career Education 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 04298M). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Australian Institute of Career Education 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.

## **Courses we offer**

CHC33021-116973E Certificate III in Individual Support (Ageing and Disability)

CHC43015-116972F Certificate IV in Ageing Support

SIT40422-116974D Certificate IV in Hospitality

SIT50422-116975C Diploma of Hospitality Management

CHC52021-116971G Diploma of Community Services

## **Why study at Australian Institute of Career Education?**

Australian Institute of Career Education is committed to equity, ethics, innovation and excellence. Australian Institute of Career Education will ensure that students are provided with all the information required by prospective students to allow them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals.

Australian Institute of Career Education strives to:

- Achieve service excellence in vocational education for students to make them job ready for industry.
- Provide a culture of learning that respects openness, inclusiveness, and collegiality.

## **This handbook**

This information booklet is designed to provide you with information about the services provided by Australian Institute of Career Education and its approach to providing you a safe, fair, and supported environment to participate in training and assessment. See the Student Information page on the website for full versions of the policies and procedures and various forms.

This booklet does not provide you with specific information about a particular course offered by Australian Institute of Career Education. This information is contained in the Course Brochure supplied separately.

### Perth Campus Address

'Mezzanine Level'

109 St Georges Terrace,

Perth WA 6000

Campus access through

20 William Street,

Perth WA 6000

Phone: +61 8 6373 2425

Email: [info@alice.edu.au](mailto:info@alice.edu.au)

<https://alice.edu.au/>

### International Student 24 Hour Emergency Contact

RTO Manager

+61 420 977 801

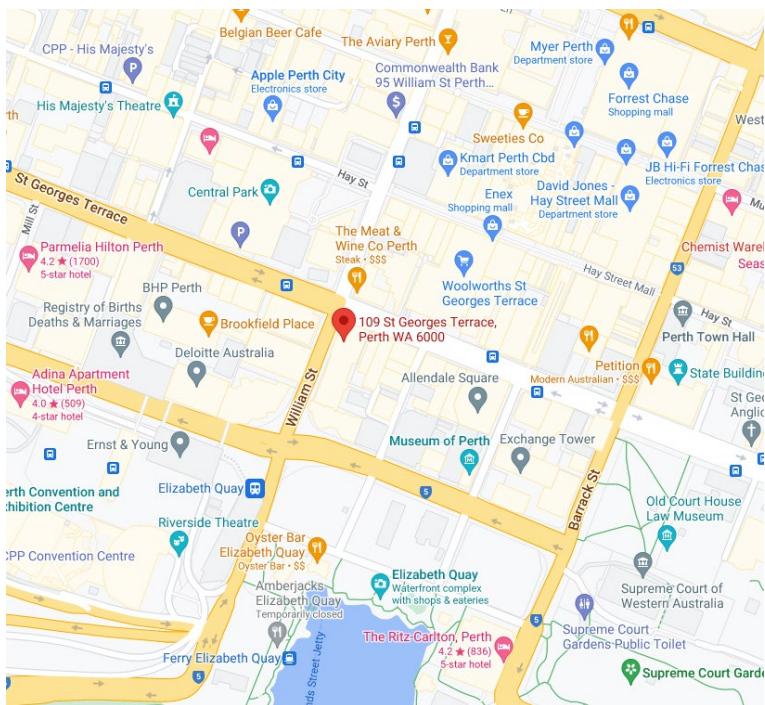
+61 8 6373 2425

### Emergency Numbers

Police: Dial 000 or 131 444

Fire: Dial 000

Ambulance: Dial 000



## **2. INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING**

---

### **What is VET?**

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### **National recognition**

The Qualifications and Statements of Attainment issued by Australian Institute of Career Education must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Australian Institute of Career Education recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

### **What is competency-based training?**

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### **Training Packages**

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

### **Delivery of Training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

### **Certificates and Results**

On completing the training program with Australian Institute of Career Education, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Australian Institute of Career Education will be accompanied by a transcript which will detail the units of competency issued within the qualification.



Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

### **Australian Country Education Profile**

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australian Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on the comparability

- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see [www.internationaleducation.gov.au/](http://www.internationaleducation.gov.au/)

### **Registration and Orientation**

Registration and orientation is the essential first step for Australian Institute of Career Education students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

Students will be advised to attend the mandatory orientation day at AICE prior to the commencement of the course or make prior arrangements with AICE to gather the course information. The orientation day will provide information regarding course summary, expectations, occupational health and safety, student support services, access to resources, applicable policies, assessment, progress, campus facilities and other safety aspects. An orientation day schedule will be sent to the enrolled students prior to the orientation day. On the first day at Australian Institute of Career Education, staff will cover the following topics during the orientation:

- Outline of orientation program
- Introduction to AICE Team
- AICE Campus Tour

- Introduction to Perth
- Safety and Security Brief
- Laws in Australia
- Australian Culture
- Australian Climate / Environment
- Study at AICE
- Policies and procedures
- Plagiarism
- Learning Management System
- Student Rights and responsibilities
- Student Visa Responsibilities
- Employment rights and responsibilities – Fair Work Ombudsman
- Welfare and Additional Support
- Important Phone Numbers

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

### 3. INFORMATION FOR INTERNATIONAL STUDENTS

---

#### **The ESOS Framework – providing quality education**

Australia provides rigorous protection for international students through the [Education Services for Overseas Students \(ESOS\) legislation](#), which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/C2004A00757/latest/text> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

#### **Protection for overseas students**

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

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website; <https://www.studyaustralia.gov.au/en>.

#### **Tuition Fee Protection**

Australian Institute of Career Education is required to apply the Student Tuition Protection Service (TPS) through the Commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

<https://www.studyaustralia.gov.au/en/why-australia/world-class-education>

#### **Student rights**

The ESOS framework protects student rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent.

- Your right to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and Australian Institute of Career Education (AICE).
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support, and welfare.
- The right to know:
  - Orientation and access to support services to help you study and adjust life in Australia
  - Who the contact officer or officers is for overseas students
  - If you can apply for course credit
  - How to apply for enrolment deferment, enrolment suspension or cancellation
  - The provider's requirements for satisfactory progress in the courses of study and what support is available if you are not progressing well
  - If attendance will be monitored for your course
  - the provider's complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

**The student responsibilities** include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with Australian Institute of Career Education.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- If attendance is recorded for your course, follow your provider's attendance policy.
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

### **Condition of your visa**

All international students applying to enter a training program being offered by Australian Institute of Career Education must:

- Be over the age of 18
- Demonstrate good command of written and spoken English

- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements
- Meet the GS (Genuine Student) requirement
- Meet English language test score requirements <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>
- Demonstrate financial capacity
- Hold Overseas Student Health Cover (OSHC)
- Meet the health requirements
- Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Australian Institute of Career Education as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective overseas student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements on <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Australian Institute of Career Education will make each Agent aware of the requirements of the Migration Act 1958, ESOS Act (2000) and the National Code of Practice for Providers of Education.

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

It is an Australian Government requirement for overseas students and their dependants to maintain self-funded medical and hospital cover for the duration of their study in Australia. Student visa holders are required to obtain Overseas Student Health Cover (OSHC) to cover their stay in Australia as a student. For more information, visit [https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.html](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.html)

Australian Institute of Career Education (AICE) preferred Overseas Health Cover Provider is Medibank. The student must arrange their OSHC prior to coming to Australia. For further information regarding single or family cover, please refer to the following website: <https://www.medibank.com.au/overseas-health-insurance/oshc/>. Please advise Australian Institute of Career Education (AICE) staff if you need any assistance to arrange OSHC prior to leaving your home country.

Health cover cards and membership numbers are sent to Australian Institute of Career Education from the OSHC providers and students can collect them from Reception. Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider (Medibank or other provider's) office.

Students must make an appointment with the international student administrator if there are any problems with OSHC.

### **Permission to Work Arrangements**

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 48 hours a fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 48 hours a fortnight at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: Student Visa 500 subclass Eligibility on <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>.

### **Fair Work Ombudsman**

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the FWO also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the FWO offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the FWO operates the Fair Work Infoline for workplace relations queries on 13 13 94.

### **Complaints about work**

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace. The Office of the FWO will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

## 4. COURSE DELIVERY AND ASSESSMENT

---

During the enrolment process Australian Institute of Career Education personnel (including its appointed Education Agents) will engage with a prospective student in a number of ways to understand their individual needs and how we can best provide services to each student in order to maximise their chances of successfully completing the selected training program. We engage with students in the following ways:

### **Delivery of Courses**

Students are required to undertake at least 20 hours' study per week during study terms. Australian Institute of Career Education courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

Australian Institute of Career Education adopts a Course Progress Policy; attendance is monitored as a component of unsatisfactory academic progress.

### **Learning Resources**

Students are provided with online learning resources, relevant textbooks and workbooks and access to a library. Australian Institute of Career Education provides students with access to a range of learning resources such as Learning guides, Classroom training session PowerPoint slides, assessment resources and templates in its Learning Management System (aXcelerate) to support the student's learning experience.

### **Assessment Requirements**

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

### **Knowledge Questions Tests**

- Written exercises may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and reports.

### **Skills Tests /Case Study/Projects Tasks**

- Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

### **Presentations /Role Plays**

- Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

### **Workplace Tasks/Workplace Observation**

- Assessment tasks may involve work placement tasks and observations as a method of assessing individual student work and demonstration of skills to meet the requirements of unit of competency.

### **Assessment Submission**

Students will receive an assessment summary at the beginning of each module or unit of competency. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment **NOT** submitted by the due date will be deemed 'not yet competent' and recorded as a missed assessment.

### **Plagiarisms**

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

### **Missed Assessment**

In cases where a student has not submitted an assessment, the RTO Manager and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The RTO Manager will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Australian Institute of Career Education complaints and appeals process if they are not satisfied with the outcome.

### **Assessment Outcomes**

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement and asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal.

Full details of the Appeals process are contained in this Student Handbook.

### **Re-assessment**

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. Additional fees will be charged after third 3<sup>rd</sup> attempt.



Students who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to compassionate and compelling reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a tutoring session if required. After that they will be charged a re-assessment fee.

Reassessments are organized by the administration staff 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 in line with the RTO's policy. Student Services will advise of the cost of repeating a unit of competency and the cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

Refer to the course requirements and general administration for fees, additional charges, and refunds.

### **Student Feedback**

Students will be requested to complete the following at the end of each study period:

- Australian Institute of Career Education unit evaluation survey
- AQTF Learners Questionnaire at the end of the course

Students are requested to answer these feedback forms honestly to assist Australian Institute of Career Education to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at Australian Institute of Career Education, this information can be provided directly to the trainer or RTO Manager at anytime.

### **Recognition of Prior Learning (RPL)**

Australian Institute of Career Education has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Australian Institute of Career Education ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

Australian Institute of Career Education provides the student with a 'Confirming Outcome of Credit Transfer Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students' file.

### **National Recognition (Credit Transfer)**

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

### **Evidence requirements for national recognition**

An applicant will be required to present his or her statement of attainment or qualification for examination by Australian Institute of Career Education. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

### **National recognition guidelines**

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in Australian Institute of Career Education's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Australian Institute of Career Education provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of applications and a copy is to be kept on the students' file.

### **Issuing Qualifications and Statements of Attainment**

Australian Institute of Career Education will issue the full Australian Qualification Framework (AQF) certification documentation (Qualifications or Statements of Attainment) 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. Please note however that Australian Institute of Career Education is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Australian Institute of Career Education have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.



## 5. COURSE ENROLMENT

The application process is outlined in the diagram below:



AICE's friendly administration support team provides one-on-one assistance to the students to complete the enrolment process by guiding them through documents via phone calls, emails, and face-face sessions. No prior appointment required.

### **Language, Literacy and Numeracy**

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of participants, with which AICE must abide.

Our course standard material contains written documentation and as required by the course there may be numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same Standards. AICE makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment. An online LLN test will be conducted during the orientation program to identify learner needs prior to the course commencement.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information and students may be required to undertake an online language, literacy, and numeracy assessment. Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills.

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

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet, or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website below which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI, the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au).

## 6. INSTITUTE POLICIES

---

### Monitoring Course Progress

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

Australian Institute of Career Education has established arrangements to monitor the course progress of each student. Monitoring course progress occurs on two levels listed below;

- **Assessing satisfactory course progress.** This is the process of formally assessing each student's progress during each compulsory study period. Course progress will be monitored by reviewing the competency record of each student on the student management system at the end of each study period to determine whether your course progress for that study period has been satisfactory or un-satisfactory. In order to maintain satisfactory course progress, you must:
  - Complete all assessments and/or unit of competency as satisfactory and /or competent during that study period;
  - Active participation during classroom and/or work placement activities.
- **Identifying students at risk of not meeting course progress requirements.** This is the process of continually monitoring each student's completion of unit of competency / assigned assessment tasks within a compulsory study period. Student will be assessed that you are at risk of unsatisfactory course progress if you:
  - have failed more than 50% of the units/subjects delivered within each study period
  - Have failed to participate in learning activities within the classroom and work placement.

If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented.

### Monitoring Course Attendance

Please Note: Under the requirements of the National Code 2018, attendance monitoring is no longer a requirement to be complied with. VET providers will only need to monitor attendance of students if this is set as a condition of registration by the national regulator. Australian Institute of Career Education has allowed the option of monitoring attendance.

Australian Institute of Career Education monitors the attendance of all students in all courses. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance register. The face-to-face contact hours for attendance for each week at Australian Institute of Career Education is twenty (20) hours.

- **Assessing satisfactory course attendance.** Your attendance will be recorded by the trainer after 15 minutes of class commencing. Students will sign in and the trainer will counter sign the attendance register. In order to maintain satisfactory course attendance, you must:
  - Follow the course timetable and academic calendar
  - Attend all of your classes with a minimum of 80% attendance expected.
- **Identifying students at risk of not meeting course attendance requirements.** Students are identified as having unsatisfactory attendance where the student's attendance falls below 80% attendance of the scheduled course contact hours. Student will be assessed that you are at risk of unsatisfactory course attendance if you:
  - Missed more than 20% of scheduled course contact hours for 2 consecutive weeks.

An intervention strategy is an individual student plan developed by the RTO Manager / Trainer and assessor aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, make-up classes, counselling, training to develop study habits or adjustment to study program.

Australian Institute of Career Education will do everything it can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, Australian Institute of Career Education will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs (DHA). For detailed information on course progress and attendance monitoring, please refer to Monitoring Course Progress and Attendance Policies and Procedures.

### **Deferring, Suspending or Cancelling a Course**

Under the requirements of the ESOS Act and National Code of Practice, international students enrolled at Australian Institute of Career Education (AICE) are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

Australian Institute of Career Education (AICE) allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 6 months.

To defer your course, you will need to complete Deferment form and provide supporting evidence of compassionate or compelling circumstances. You will receive a new Student Agreement including a revised start date if your request is approved.

Australian Institute of Career Education (AICE) may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The RTO will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension, and cancellation may affect a student's visa and Australian Institute of Career Education must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended, or

cancelled. If a student defers or suspends their studies on any other grounds, Australian Institute of Career Education must report the student to DHA via PRISMS, as not complying with visa conditions. It is important to check the impact on your visa by contact the Department of Home Affairs.

### **Transferring to Another Provider**

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Australian Institute of Career Education will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by Australian Institute of Career Education including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the RTO's complaints and appeals process within 20 working days if they want a review of the decision.

Applications for transfer from Australian Institute of Career Education will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception or go to International Student Administration to fill in the Transfer between provider request Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the RTO Manager to discuss the transfer request
- The RTO Manager will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the RTO Manager during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on student management system with required future actions.
- In all cases, students who have not had their termination request approved may access Australian Institute of Career Education's complaints and appeals process within 20 days.



Evidence will be retained on the student file.

### **Extension of Student Study**

Australian Institute of Career Education will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students CoE as a result of:

- Compassionate or compelling circumstances (e.g. illness, where a valid medical certificate states that the student was unable to attend classes or where Australian Institute of Career Education has not been able to offer a pre-requisite unit of competency)
- Australian Institute of Career Education is implementing the intervention strategy for at risk students not meeting satisfactory course progress
- Australian Institute of Career Education approved deferment or suspension of studies granted under the National Code of Practice.

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, Australian Institute of Career Education records this variation and the reasons on the student file and/or on the student management system. Australian Institute of Career Education will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

The student is advised to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Australian Institute of Career Education specified in the student CoE will not exceed the CRICOS registered course duration.

### **Reduction of Student Study**

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, Australian Institute of Career Education will notify this early course completion to DET via PRISMS.

### **Holidays and Leave**

Australian Institute of Career Education has timetabled in suitable holidays for students undertaking courses, so students are not permitted to have additional holidays. Australian Institute of Career Education closes on all official Federal and state Public Holidays.

### **Special Leave**

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;

- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, this has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

### **Leave Application Procedure**

Where students require special leave, Application for Leave Form is available from reception and the website and must be completed with supporting documentation attached to set an appointment with the RTO Manager. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days.

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.

### **Sick Leave**

Students who are absent due to medical reasons **MUST** provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify Australian Institute of Career Education as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Australian Institute of Career Education records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student learner management system.

Students must keep the original medical certificate(s) to provide to DHA if required. Australian Institute of Career Education maintains copies of medical certificates in the student file.

### **Privacy**

Australian Institute of Career Education (AICE) abides by the Privacy Act and respects students, staff, and trainer and assessors' right to privacy.

As an RTO, AICE is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

AICE collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. AICE may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

AICE will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988. In all cases, conditions of the Privacy Act 1988, Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at Australian Institute of Career Education.

### **Disclosure of Information**

Information about students will not be provided to any other third party without the prior written consent of the student with the exception of relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.

Information about a student from the student

- Students have access to all information kept on their file based upon written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed
- Information about a student from a third party
- Information requests about students from a third party will be denied unless there is written consent from the student
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.

Australian Institute of Career Education is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research (NCVER) or the Australian Skills Quality Authority (ASQA). In all other cases Australian Institute of Career Education will seek the written permission of the student for such disclosure. Australian Institute of Career Education will not disclose your information to any person or organisation unless we have written instructions from you to do so.

You have the right to access information that Australian Institute of Career Education is retaining that relates to you. If you have concerns about how Australian Institute of Career Education is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at:

<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint/>.

### **Access and equity**

AICE is committed to promoting, encouraging, and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. AICE will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

AICE abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction, or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer, and assessors, learning and assessment materials and opportunities.

### **Discrimination and Harassment**

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status, or economic status.

Harassment is unwelcome conduct that humiliates, offends, or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately safely. Examples of bullying behaviour include excessive criticism, publicly insulting or shaming an individual and making threats.

Australian Institute of Career Education ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student, or staff member risk termination.

### **Complaints and Appeals**

Australian Institute of Career Education is committed to providing a fair complaints and appeals process. Australian Institute of Career Education recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

#### **What is a complaint?**

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by Australian Institute of Career Education in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the student's dealings with Australian Institute of Career Education, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's course or related services.

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

### **Early resolution of complaints and appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

### **Complaints and appeals handling**

Australian Institute of Career Education undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Australian Institute of Career Education including all details of lodgement, response, and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- Australian Institute of Career Education shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Australian Institute of Career Education representative is to disclose information to any person without the permission of Australian Institute of Career Education Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the CEO.

Australian Institute of Career Education considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Australian Institute of Career Education's internal structures.

### **Complaints Handling Procedure**

Matters that cannot be resolved at the time they occur should be referred to Australian Institute of Career Education Chief Executive Officer for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by Australian Institute of Career Education and is to be immediately acknowledged within 24 hours from the time the complaint is received.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the RTO Manager or Chief Executive Officer who is to review the matter and make recommendation as to how to respond to the matter. The Chief Executive Officer may choose to consult with others within Australian Institute of Career Education or relevant agencies external to Australian Institute of Career Education in determining their recommendation.
- AICE Management may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.
- AICE Management is to finalise his response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.
- AICE Management is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail. AICE Management is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.
- Complaints must be resolved to a final outcome within sixty (60) calendar days of the complaint being initially received. Where the Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the RTO Manager or CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Australian Institute of Career Education should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of Australian Institute of Career Education and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.
- Staff are to provide assistance to students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

- If complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at
- <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form> or  
Phone: 1300 362 072
- In addition, the student may contact an independent mediator such as Resolution Institute if still not satisfied with the appeal outcome. Resolution Institute is the national association of dispute resolvers who can assist the student as an appropriate third party. Head Office details as follows:  
Address: Level 1, 13 Bridge Street Sydney NSW  
Phone: (+61 2) 9251 3366  
Free call: 1800 651 650  
Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)  
Website: <https://www.resolution.institute>

### **Appeal Handling Procedure**

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A person who submits an appeal must be provided a written acknowledgement as soon as possible and not later than twenty-four (24) hours from the time the appeal is received.
- A student appealing an assessment decision is to be referred immediately to the RTO Manager first. The RTO Manager is to arrange for a re-assessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 3 re-assessments.
- If after the reassessment, the student remains not competent and is dissatisfied with the assessment outcome, the student is to meet with the RTO Manager and the Chief Executive Officer to discuss the assessment process and the assessment outcome.
- If after consultation with the Chief Executive Officer, the student remains unsatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form, and the matter is to be dealt with in accordance with the complaint handling procedure.
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund

and considers that Australian Institute of Career Education has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.

- The Management Team is to inform the applicant of the improvement actions identified.
- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved.

### **Emergency Evacuation Procedure**

During the event of an emergency that requires the evacuation of any Australian Institute of Career Education (AICE) campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

Australian Institute of Career Education agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- All staff, trainers and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present, and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden /RTO Administrator.

### **Critical Incidents**

Australian Institute of Career Education is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at Australian Institute of Career Education. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.



**A Critical Incident:** is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at Australian Institute of Career Education; and
- Information which has the potential to negatively affect the reputation of Australian Institute of Career Education in the media and/or wider community.

### **Critical Incident Procedure**

1. The RTO Manager/Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the RTO Manager/Designated Officer considers a critical incident involving threat to life or/and triggering an emergency situation is occurring the RTO Manager/Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.
3. Provided there is no threat to personal safety in doing so, the RTO Manager/Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
4. The RTO Manager, International Student Administrator, or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.
5. As soon as practical the RTO Manager, International Student Administrator, or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.

6. The RTO Manager, International Student Administrator and other staff members, will review the situation, set priorities, allocate tasks/responsibilities, and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
7. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the RTO Manager as necessary.
8. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review, and reporting) as part of the process.
9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

### **Staff Responsibility**

In the first instance, the designated officer is any member of the staff who is witness to/or receives the information which triggers the critical incident. If possible, the CEO is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

### **Tasks and Responsibilities**

The RTO Manager, International student administrator or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counselling and follow-up
9. Oversee the retention and secure storage of all records relating to critical incident handling.

### **Informing the Police**

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and

- Conducting investigations (interviewing witnesses or others involved).

### **Notifying Next of Kin**

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

### **Ongoing support and counselling**

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 and Australian Privacy Principles to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re- assurance and minimise distress.

It is important to return to normality as soon as possible. The RTO Manager should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or to the international student administrator. The international student administrator will be available to provide additional support during the course duration. Students could contact the concerned personnel through e-mails, teleconference, telephonic discussions, by person (on appointment). Students can also use any of the Community counselling services available as listed in Student Support Services Section.

## **7. COURSE REQUIREMENTS AND GENERAL ADMINISTRATION**

---

### **Course Requirements and Payments**

- Prospective students must provide evidence of educational entry requirements and English Language Proficiency such as IELTS, PTE or equivalent (where applicable) to commence the course
- If the student has nominated an authorised agent, Australian Institute of Career Education will honour that agent until the completion of the enrolled course
- Students must pay the enrolment application fee, confirmation of enrolment (COE) fee, first tuition instalment and material fees in full prior to commencement
- Students must pay the full tuition fee instalment for each 10 study weeks' delivery in advance
- In the case where instalment payments are indicated as the preferred option Australian Institute of Career Education will invoice for subsequent payments which are payable two weeks before commencement of the 10-week study period or defined as the next term

- Note that there is a late fee charged per day for late payments. The fee for this is listed in the Fees and Charges document in Student Information page on the website
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid
- Student's enrolment can be cancelled due to unsatisfactory academic progress, academic misconduct, or non-academic misconduct.
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider.

#### **Payment of Tuition Fees and standard associated fees**

Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees, they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial
- Student must pay published fees

Please note that the following fees and charges can apply in addition to the fees advertised in the Course Brochures.

<b><u>Standard Associated Fees</u></b>	<b><u>Cost AUD\$</u></b>
Enrolment Fee	\$500.00
Confirmation of Enrolment (COE) fee	\$50.00
Deferment/Suspension/Cancellation Fee	\$350.00
Course Textbook / Material Fee	\$150.00
Change of course fee	\$200.00
Re-enrolment fee	\$200.00
Late payment administrative fee	\$200.00
Re-assessment (after 3 <sup>rd</sup> attempts) fee	\$50.00
Re-print of Certificate	\$30.00
Re-print of Statement of Attainment	\$30.00

Student ID Card Replacement	\$20.00
Re-assessment for an activity after 3 <sup>rd</sup> attempt	\$10.00
Postage and handling	\$10.00

### Terms and Conditions

After the applicant is offered a place in a course and signs Australian Institute of Career Education Letter of Offer and International Student Acceptance Agreement a binding contract is made between the student and Australian Institute of Career Education (AICE). The contract is governed by the laws of the Commonwealth of Australia and the State of Western Australia (WA).

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two (2) weeks before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to Australian Institute of Career Education. Students have the option to pay more than 50% of their fees upfront if they wish.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into Australian Institute of Career Education Student Fees Account. When the student commences their course, Australian Institute of Career Education will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in an Australian Institute of Career Education course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise Australian Institute of Career Education reserves the right to defer the students start date until the next available course intake.

### Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from Australian Institute of Career Education Reception or from the website. The form must be signed by the student. Details of the cancellation fee and refund and how it is calculated is available in the Student Information Section of the website.

Australian Institute of Career Education enrolment application and confirmation of enrolment (CoE) fees are non-refundable in all circumstances.

<u>Circumstances</u>	<u>Refund Due</u>
Student Visa refused	Full refund of pre-paid fees
AICE cancels course enrolment before commencement	Full refund of all pre-paid fees
AICE cancels course enrolment following commencement	Full refund of unspent fees calculated as follows:

	Weekly tuition fee multiplied by the weeks in the default period (Calculated from the date of default).
AICE fails to provide a student agreement that meets the requirements of the National Code 2018	Full refund of unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (Calculated from the date of default).
Student withdraws up to at least 4 weeks prior to course commencement.	75% refund of pre-paid tuition fees.
Student withdraws less within 4 weeks prior to course commencement.	50% refund of pre-paid tuition fees.
Student withdraws up to at least 2 weeks prior to course commencement.	No refund of pre-paid tuition fees.
Student withdraws less than 2 weeks prior to course commencement.	No refund of pre-paid tuition fees.
Student does not commence on the agreed start date and has not previously withdrawn	No refund. Fees for full study period to be paid.
Student withdraws after commencement	No refund. Fees for full study period must be paid.
Student breaches a visa condition	No refund. Fees for full study period must be paid.
The student has supplied incorrect information to Australian Institute of Career Education (AICE)s to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period must be paid.
The student is refused a visa because they did not pay to start their course at the agreed location on the agreed starting day or they withdraw from their course with Australian Institute of Career Education (AICE) or they did not pay an invoice of overdue amount.	No refund. Fees for full study period must be paid.

In addition to the above circumstances, refund apply as follows:

- In the case where a student enrolls through a registered Australian Institute of Career Education agent a refund will be paid to this agent.

- If the visa application is refused, tuition fees are refunded in full. Australian Institute of Career Education requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.
- Australian Institute of Career Education refunds are not transferable to another person.
- No refunds will be made for classes missed due to exams, excursions, internships, or other obligations that fall outside the normal schedule of classes.
- In the case of student suspension or expulsion there will be no refund of fees.

Australian Institute of Career Education reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Australian Institute of Career Education is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by Australian Institute of Career Education.

In the unlikely event that Australian Institute of Career Education is unable to provide a refund or place a student in an alternative course, (provider default) Australian Institute of Career Education will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

Australian Institute of Career Education reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access Australian Institute of Career Education's complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Australian Institute of Career Education reserves the right to deny a student access to Australian Institute of Career Education's premises and to withdraw its other services if their conduct disrupts the normal operation of the RTO. Australian Institute of Career Education's complaints resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by Australian Institute of Career Education will be made within four weeks of receiving Australian Institute of Career Education Student Request for a Refund Form.

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Overseas Students Ombudsman:

GPO Box 442, Canberra ACT 2601, Australia



Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Web: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### **Statutory Cooling Off Period**

The Standards for Registered Training Organisations require Australian Institute of Career Education to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Australian Institute of Career Education do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the fees and refund policy.

### **Change of Session**

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the first priority.

### **Change of Address or Contact Details**

Students **must** notify Australian Institute of Career Education of changes to their contact details, address, email address (if any), mobile phone number (if any) within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where Australian Institute of Career Education issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to RTO communication and is reported on PRISMS.

### **Student ID Card**

To obtain a student ID card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry the Australian Institute of Career Education student card at all times when on Australian Institute of Career Education campus.

The Australian Institute of Career Education student card can be used as a concession card at public transport, museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees.

### **Termination**

Students wishing to terminate their course earlier than the course completion date must complete an Australian Institute of Career Education termination form stating the reason with attached evidence and attend an interview with the RTO Manager. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc.

If a student requests termination of a principle courses of study within the first six months, the student must apply for a letter of release which will only be granted in accord with the conditions in the National Code of Practice. If a student fails to inform Australian Institute of Career Education that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

### **Extending Course Duration**

Students requiring an extension of time to complete their course must make an appointment with the International Student Administrator. The only reasons for extension of course duration are:

- Compassionate or compelling circumstances
- Result of intervention
- Suspension of studies

Australian Institute of Career Education is required to issue a Student Course Variation (SCV) on PRISMS and include the reason.

### **Student Request Form**

Student can access all policies, procedures and forms on Student Information from AICE's website. All student forms are available at reception and any required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

## **8. LEGISLATIVE AND REGULATORY RESPONSIBILITIES**

---

Australian Institute of Career Education is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Australian Institute of Career Education has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Australian Institute of Career Education has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at [www.legislation.nsw.gov.au/](http://www.legislation.nsw.gov.au/) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

### **Work Health and Safety (WHS) Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Privacy Act 1988**

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- (a) both of the following apply:
  - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
  - (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- (b) the individual has consented to the use or disclosure.

### **Anti-Discrimination Act 1992**

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

### **Disability Discrimination Act 1984**

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

### **Sex Discrimination Act 1984**

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods,

facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

2. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
3. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Industrial Relations Act 1999**

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve complaints and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: <https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation/>.

## **9. STUDENT SUPPORT SERVICES**

---

Australian Institute of Career Education is committed to provide with academic and non- academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study. It is important that students have access to a range of support mechanisms during their study.

If students have any questions about their course, AICE trainer and assessor will be able to point them in the right direction. AICE trainer/assessor can help if you are having difficulties with the units in your course. They can assist you to develop a better understanding of your class work and a learning plan to help you successfully complete your course.

If a student is just starting out with their studies, AICE's friendly staff will be available to talk them through:

- How to get started with your course, timetable and requirements
- How to use our online mode of study
- How to apply for Police Check
- How to get the Immunisation done
- Their payment options and budgeting for their course costs
- All other administrative enquiries

Student can also get support throughout their course on handy study skills including:

- Time-management
- Active reading
- How to create a study plan

- How to write an essay
- How to write an assignment
- Research techniques
- Sourcing reference materials

AICE also provides support services for students who may require assistance in non-academic related areas. Students will have access to our comprehensive student support services to make sure they have every chance possible of successfully completing their course.

### **Welfare services**

AICE provides students with a broad range of welfare services including assistance with enquiries about fees, social security allowances and benefits and applications for course-related financial support. Students are requested to contact the international student administrator in person or emailing [info@aice.edu.au](mailto:info@aice.edu.au) at the corresponding campus for more details.

### **Accommodation**

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit <https://www.studyaustralia.gov.au/en/life-in-australia/accommodation>.

### **Employment**

StudyPerth provides career advice to international students which can be accessible free of cost with a qualified career counsellor every week through Free International Support Services ([studyperth.com.au](http://studyperth.com.au))

### **Useful Contacts & Information**

#### **Emergency Services**

Police, Fire & Ambulance Phone: 000

Police General Enquiries (24 hour) Phone: 131 444

#### **On campus**

Building Alarms OR other Emergencies

In the Event of Fire – dial “000”

Alert other occupants and evacuate Do not use the elevator, use the stairs.

A First Aid kit is located at the reception.

### **International Education and Student Support Services**

Department of Jobs, Tourism, Science and Innovation

Level 11, 1 William Street

Perth WA 6000

<https://www.wa.gov.au/organisation/department-of-jobs-tourism-science-and-innovation/international-education/>

StudyPerth is committed to supporting you and your positive wellbeing to help international students succeed in their studies and other areas of student life. They offer different types of supports to international students such as;

- Prosper and Career Support
- Wellbeing Support
- Legal Advice

For more information, related to support services, visit StudyPerth website.

<https://www.studyperth.com.au/student-support/free-support-services/>

### **Counselling Support Services**

AICE students have access to staff for counselling and advice on appointment. An external Counsellor is available for staff and students of AICE to access as required.

AICE's counsellor is available to all students who may want to talk about:

- stress and depression
- relationships and family matters
- sexual assault
- identity issues
- study issues and performance anxiety
- suicidal thoughts or self-injury
- homesickness
- adjusting to Perth or the Institute
- motivation issues
- exam stress
- any other matters you would like to talk about in confidence.

Students can also use any of the Community counselling services available as listed below.

### **Community Support Services**

The following is a list of specialised support students available to students outside the college.

#### **WA Community Legal Centres**

CASE for Refugees

245 Stirling Street, Perth WA 6000

Ph.: (08) 9227 7311

Fax: (08) 9227 7188

#### **Citizen Advice Bureau**

International Student Handbook

25 Barrack Street, Perth WA 6000

Ph.: (08) 9221 5711

Fax: (08) 9221 5356

**Consumer Credit Legal Service (WA)**

Level 1, 231 Adelaide Terrace

Perth WA 6000

Ph.: (08) 9221 7066

Fax: (08) 9221 7088

**Disability Discrimination Unit**

Sussex Street Community Law Service

Ph.: (08) 9470 2676

Free call: 1800 642 791

TTY: (08) 9470 2831

Fax: (08) 9470 1805

**WA Sexual Assault Services – 131 444**

Furthermore, student can also receive a free counselling from studyPerth <https://www.studyperth.com.au/> who have partnered with Multicultural Services Centre of WA (MSCWA) to create a safe space to offer free counselling sessions, available in various languages. Some support services are listed in Campus Facilities and guidelines section of this handbook – but it's best to come and speak to International Student Administration officer where you can have a confidential discussion and get the right type of service / support for your need or concern.



## 10. LIFE IN AUSTRALIA

---

### Cost of Living in Australia

From May 10<sup>th</sup>, 2024, the 12-month living cost is calculated as

- student/guardian – AUD\$29,710
- partner/spouse – AUD\$10,394
- child – AUD4,449.

If your children are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in, expect fees of around AU\$4,000 to AU\$17,000 per year, per child.

On a student visa, students are permitted to work up to 48 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

#### Online Application:

- Go to [www.ato.gov.au](http://www.ato.gov.au) and apply online
- Go to 'For Individuals' and click 'Apply for a Tax File Number'
- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
- Scroll to the bottom of the page and click 'next'
- Follow the instructions until you are finished
- Appointment: Call 13 28 61 to make an appointment

Visit: visit the Australian Taxation Office (ATO) 68 Reid Promenade, Joondalup WA 6027

**NB:** International students will need a passport number and an Australian address.

### Schooling for Dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year.

You can choose from a wide range of schools close to where you will be living. To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

Public Schools:

<https://www.education.wa.edu.au/schools-in-wa>

Further information about living in Australia is available at the Department of Immigration and Border Protection:

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/australian-values>

The Department also published The *Life in Australia* book. This publication is filled with helpful information and is recommended reading. The booklet is available online at: [https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia\\_english\\_full.pdf](https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia_english_full.pdf)

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

### **Your safety**

Australian Institute of Career Education has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

### **Unsafe locations**

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Perth is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer.

### **Alcohol and Drug**

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc. are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

### **In the Evening**

Catch taxis and travel in groups.

Report any troubled incidences to us if they occur to or from the RTO. Be careful of your personal belongings. Do not leave them unattended. Notify your homestay family if you are not coming home or staying out late. Do not consume alcohol in public places.

Do not drink and drive. If drinking, nominate a designated driver.

Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade.

### **Banking**

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- Australian Institute of Career Education Certificate of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet.

### **Medical and Health**

Australian Health Management <https://www.ahm.com.au/oshc> provides Overseas Student Health Cover (OSHC) for international Students.

Health Services Directory – lists medical services, emergency medical transport, 24hour counselling services, crisis assistance and psychiatric or drug related emergencies. Database list of medical practitioners

Phone: 1300-135-030

### **Doctors and Dentist**

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to Australian Institute of Career Education, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance, and the time will be recorded as absent. Student Administration staff can provide a list of nearby dentists in an emergency situation. Student can also find more information about health and wellbeing on <https://www.studyaustralia.gov.au/en/life-in-australia/student-support-services/health-and-wellbeing>

### **Hospitals**

Students can go directly to a hospital if the situation is urgent, and it is after hours. However, there may be long waiting periods. Alternatively, student can contact alcohol and drug information centre to address any drug/alcohol related issues on Phone: 9442-5000

### **Transport**

The SmartRider Card is for use on buses, trains and ferries. It's free to get, the student just has to top up the credit for travelling. The SmartRider card can be ordered online, purchase at newsagents or at the train station. There are also free bus timetables available. For **all Perth** Trains and Ferries you need to get a SmartRider card from TransPerth InfoCentres or Retail Sales Outlets and register online: <https://www.transperth.wa.gov.au/SmartRider/Types-of-SmartRider>

Bus Train Ferry Information Line

PH: 13 62 13 or visit the TransPerth Website <https://www.transperth.wa.gov.au/> <http://www.131500.com.au/> for more information.

### **Things to do in Perth**

To find out more information, visit <https://perth.wa.gov.au/>.

## 11. CAMPUS FACILITIES AND GUIDELINES

---

### Reception

At reception students can:

- Pay tuition fees
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect student ID card
- Request information

### Student Engagement Area

Student room includes:

- Library resources
- Computers
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access
- Breakout areas and kitchen
- Light snacks, refreshments and hot/cold water

### Students must adhere to the following:

- Behave and speak to everyone at Australian Institute of Career Education in a polite and friendly manner
- Respect all nationalities, religions, genders, etc.
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access Australian Institute of Career Education complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat Australian Institute of Career Education equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus

Australian Institute of Career Education will contact relevant government authorities if a student brings any of the following to the Australian Institute of Career Education campus:

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to Australian Institute of Career Education campus will be reported to authorities, immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by Australian Immigration.

### **Australian Institute of Career Education Classroom Guidelines**

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and cooperation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

### **How to Reach AICE City Campus**

- Upper Ground Level (Mezzanine) 20 William Street via ELIZABETH QUAY TRAIN STATION, Perth WA 6000
- We recommend you use public transport to reach AICE as it is in the CBD.
- Take the escalator from ELIZABETH QUAY STATION to the William Street Exit.



- Take a look across the road and you will see the below buildings.



- Cross the road then cross the road again to head to the right hand side.



- Walk UP William Street, PAST CQ UNIVERSITY.



- Until you come to the FRONT OF 20 WILLIAM STREET, PERTH.





- Walk through the double doors, head to the BACK of the building. On the right you can take the stairs up to the Upper Ground Level and you will come to the reception area of AICE or alternatively you can take the elevator to the UG (Upper Ground Level).