



VET Course STUDENT HANDBOOK

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Welcome to AIOE

Pledge

We enrich the lives of people. We provide learning in a fun, caring and responsive environment. This opens a world of opportunity for our students.

Promise

We are responsive, and we care.

Core Values

Empathy, Commitment, Integrity, Fun & Teamwork.

Congratulations! You are starting your student journey at the Australian Institute of Entrepreneurs (AIOE)!

This Student Handbook is your guide through your studies with our College, whether you are a Domestic or International Student enrolled in a vocational education course. We aim to provide you with the best facilities, trainers, support services, and exciting, interesting courses for your study in Australia.

Please take the time to read this information. During orientation, when you arrive at the College and before you start your course, we will guide you through the orientation sessions and discuss the details in this handbook.

You can refer to the details in this Student Handbook throughout your time at AIOE, so remember, you can access it anytime on the website.

A Handbook for students enrolled in a VET course

This AIOE Student Handbook is for students who enroll in an Australian Qualifications Framework course as listed on the National Register at www.training.gov.au and CRICOS at www.cricos.education.gov.au. It contains important information to provide student support from commencement to completion.

College Details	
Company Name	Australian Institute of English Pty Ltd
RTO Name:	Australian Institute of English T/A Australian Institute of Entrepreneurs
Head Office Address:	Level 5, 245 Castlereagh St. NSW 2000
RTO ID:	41449
CRICOS Provider Code:	03479C
ABN:	49166586670
Telephone:	(02) 8211 1128
Email:	info@aioe.edu.au

Registered Training Organisation (RTO) & CRICOS Provider

As a registered training organisation (RTO) and a CRICOS provider, AIOE is bound to comply with the Vocational Quality Framework (VQF), the ESOS Act 2000, the National Code of Practice 2018 and other requirements specified by the Australian Skills Quality Authority (ASQA).

AIOE is registered by the government regulator, called the Australian Skills and Quality Authority (ASQA). www.asqa.gov.au

You will be guided and provided with information in this handbook and off the website and through our student services department to make sure that you understand what it means to be a successful student at the College.

ESOS Framework

The College is committed to providing you with quality education and protecting your rights. The Australian Government requires overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Service for Overseas (ESOS) Act 2000 and 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 location – match the information on CRICOS.

Your Rights

The ESOS framework protects your rights, including:

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

Your rights to know:

- How to use your provider's student support services
- Who the contact officer is for an overseas student
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study
- If attendance will be monitored for those courses
- What will happen if you change providers
- How to use your provider's complaints and appeals process

Studying in Australia as an International Student

It is very important that you understand your obligations as an international student in Australia. We refer all students to the Australian government website www.studyinaustralia.gov.au.



Another useful website that provides tailored advice to those studying in NSW is <https://www.study.nsw.gov.au/>

Go to our website www.aioe.edu.au and follow the recommended links for more information.

AIOE Staff

The following chart provides details of important staff that will provide support and assistance to students:

Department	Position	Name
Management	Chief Executive Officer	Dr Jacob Semhat
	CFO	Alan Qin
	ELICOS Academic Manager	Kellie Marzol
	VET Academic Manager	Sam Hillani
	Compliance Manager/EA	Daria Poerschke
	Registrar Administration Support Officer	Alessandra Brambilla Saowanee Roungwittayakom
Marketing and Sales	Senior Marketing and Sales Manager	Niphaphon Chitchom
	Marketing and Sales Manager	Viviana Penida
Student Services Head Office	Student Services Manager	Zainab Mohsen
Welfare and Support	Student Welfare Counsellor	Zainab Mohsen
	VET Support Officer	Michael Beydoune
Finance	Accounts	Alan Qin
IT	IT Support	Reach out to IT Help Desk

Living costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)

Accommodation and Living Expenses

The funds required for an international single student living in Australia depends on the city they choose to live in. The cost of living in Sydney will also vary according to your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance, and insurance, as well as the car itself). To find out more about the estimated cost of living, please visit studyaustralia.gov.au to use the Cost of Living Calculator created by the government. Remember that your cost of living in Sydney will vary according to your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself).

Suggested weekly budget (Remember figures are in Australia dollars and accurate as of May 2024):

- Accommodation \$100 - \$215 (for a room in a shared house or apartment)
- Gas, electricity \$10 to \$20 per week
- Phone and internet \$15 to \$30 a week
- Food and eating out \$140 to \$280 a week
- Public transport A\$30 to A\$60 a week (for more information please visit Sydney Transport www.transportnsw.info)

For more information, please visit Study in Australia <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

Minimum cost of living

The Department of Home Affairs (DHA) has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia – Australian Dollars (AUD):

- **You – the student or your guardian** - \$29,710
- **Your partner** – \$10,394
- **Your child** - \$4,449
- The cost of education for a dependent child is an additional cost to people on a student visa. You need to consider this in your expenses before you come to Australia.

For further information, please refer to the Cost of Living Calculator here: <https://costofliving.studyaustralia.gov.au/> .

Banking

It is recommended that you open a bank account soon after arriving. Banks in Australia provide savings accounts plus a range of other financial services including personal loans, bank drafts and transfer of funds. Exchange of currencies and the purchase of foreign currencies can also be conducted at banks.

- **Commonwealth Bank** (www.commbank.com.au)
- **Westpac Bank** (www.westpac.com.au)
- **ANZ Bank** (www.anz.com.au)

Opening a Bank Account

If you have been in Australia for less than six weeks, you can use your passport as identification to open a bank account. If you have been in Australia for more than six weeks, you will need some further identification such as your student identity card. Before choosing a bank and a particular account, you should compare interest rates, bank fees, etc. Some banks provide student accounts where only government fees are charged.

Most students open an account that has access to an automated teller machine (ATM) via a card. Cash is then accessible 24 hours a day, seven days a week. Most supermarkets and shops have facilities to purchase goods with your ATM card known as EFTPOS facilities.

Banking hours vary, but these are the general banking hours of most banks:

Monday to Thursday: 9.30am to 4.00pm
Friday: 9.30am to 5.00pm

Saturday and Sunday mostly closed though some banks may open on Saturday mornings.

Places of Worship

There is complete freedom of religion in Australia. Most of the world religions are represented in Sydney and have their own places of worship. These can be found in the Sydney White Pages, listed alphabetically under the denomination: <https://www.whitepages.com.au/>. The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic and Uniting Church. Smaller Christian denominations include Lutheran, Jehovah's Witness, Seventh Day Adventist, and Baptist. Other major religions with a great many adherents in Australia include Judaism, Islam, Buddhism, Hinduism, and Taoism.

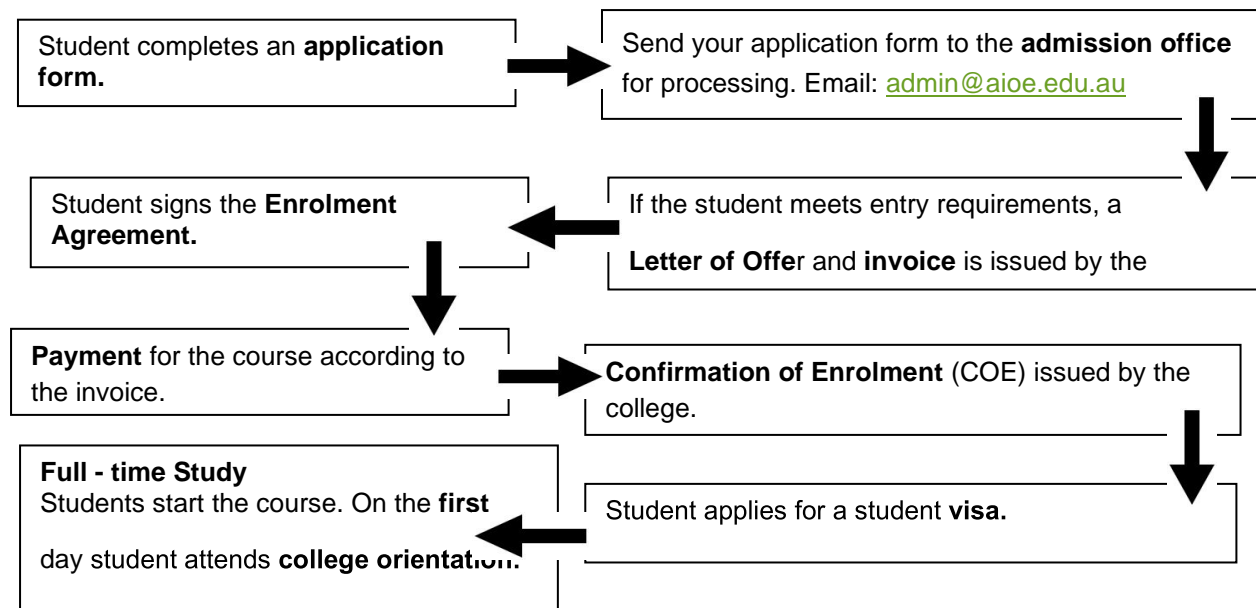
Course Information

AIOE is registered by the regulator, called the Australian Skills and Quality Authority (ASQA) to offer nationally recognised qualifications. The nationally recognised vocational qualifications on our scope of registration that we are currently offering to International Students are under course information on the website and in our Brochure.

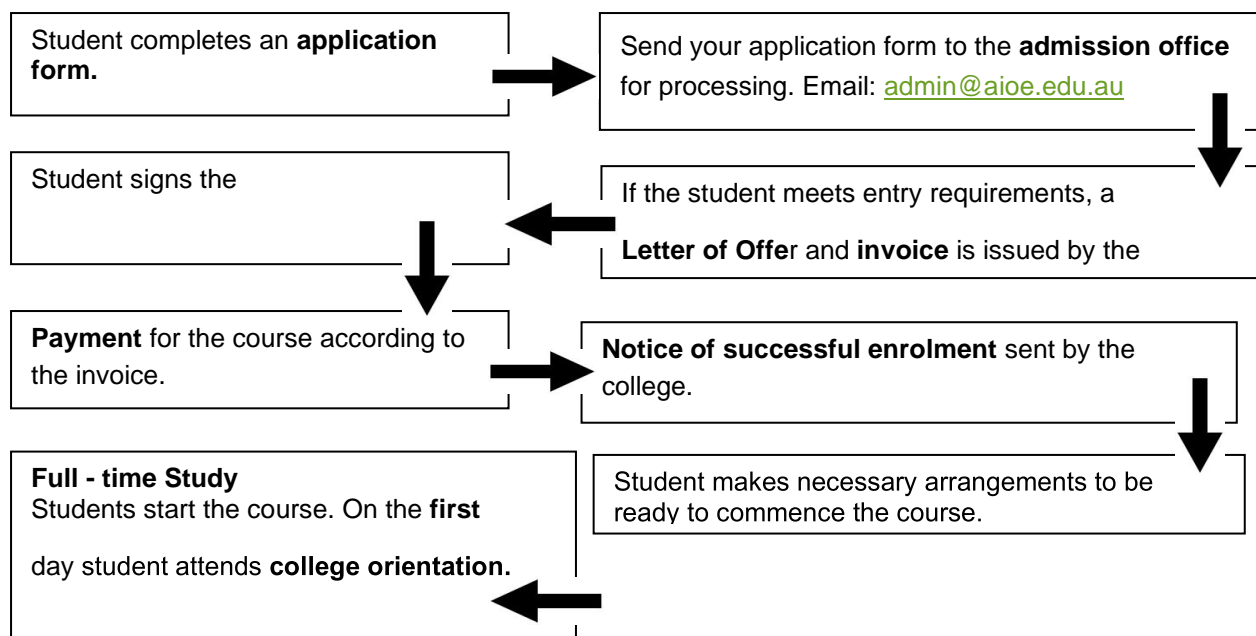
College Location

Campus: Level 5, 245 Castlereagh Street, Sydney, NSW 2000, Australia

Enrolment Procedure (International Students)



Enrolment Procedure (Domestic Students)



Orientation and Induction Procedures

All students must attend a compulsory orientation program on their course commencement date for each course. Students must inform the college if they are not able to commence their course as soon as possible prior to their course commencement date. Under *The Education Services for Overseas Students Act 2000 (ESOS Act)*, if a student has not commenced studies or contacted the College by the scheduled commencement date, he/she will be reported to DHA via PRISMS within five (20) working days of the scheduled commencement date.

At orientation, the College will discuss all the items that are covered below and make sure you understand them. This will make your entry to the College comfortable and give you a good understanding of the College policies, as well as your rights and obligations. On orientation day, you will be instructed on matters such as:

- Address notification and changes of address Allocation to classes
- Appeals and Complaints
- Course Progress Policy
- Class timetable
- Documents - Photos for ID - Copies of Passport Pages Explanation of basic requirements
- Leave - medical and other leave
- New Student Arrival forms (NSAF)
- WHS procedures, Evacuation Procedures, Fire Exits Payments
- Student handbook – main headings e.g. Complaints and Appeal Procedures
- Tour of College
- Use of the Internet
- Unique Student Identifier (USI) Code – More information here → usi.gov.au.
- VET Placement test where proof of English has not been provided yet

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a government requirement. Family includes the student, the spouse of the student and any dependent children of the student up to 18 years of age who have been authorised to enter and remain with the student and who are residing at the same place of residence as the student in Australia. Compare all Australian Government-approved providers for overseas student health care cover in one place by visiting www.oshcaustralia.com.au to buy your policy and have it in minutes.

AIOE website –A “Go to Here” Place for Information

Our website www.aioe.nsw.edu.au has a student information area. There is a lot of information for you on the website. But when you are an official student with our College, you will receive log in details to our E-Learn portal Moodle. You will be shown how to navigate during orientation.

Address and Contact Details

You must provide your current residential address and keep this up to date. You must ensure that your personal details are up to date at all times. It is important to notify Reception in person within 7 days if you have a change of address and contact details. Simply fill in the Change notice form. Alternatively, you can send an email to sso@aioe.edu.au from your registered student email address.

Student Card

When you start at the College, we will issue an electronic College student card. We take your photo at orientation, and you will be able to pick it up from reception within a week. The student card can be used as a concession card at museums, theatres, cinemas etc. They are not valid on public transport in Sydney and students must pay adult fares. There is a charge for issuing the hard-copy version of the Student ID card.

Security

Please do not leave your own possessions or college materials unattended. Carry your purse or wallet with you always.

College Academic Calendar

The academic year of AIOE is 40 weeks divided into 4 terms of 10 weeks for every term. Students must study full time for a minimum 20 scheduled hours per week according to the timetable we supply. Students are only allowed to take breaks during the public holidays and nominated College holidays.

Term 1	Break 3 weeks	Term 2	Break 3 weeks	Term 3	Break 3 weeks	Term 4	Break 3 weeks
10 weeks		10 weeks		10 weeks		10 weeks	

Course Timetable

Timetables and room allocations are set in advance but may change each term. You can check on your timetable in these ways:

- New students receive the timetable at orientation
- There is a calendar that is regularly updated in the eLearn platform and shared to your student email inbox

College Facilities and Equipment

AIOE is a purpose- built facility in a commercial building. It has a welcoming reception and student space and a suite of offices, meeting and counselling space. There are lecture rooms and a computer rooms. The College is wi-fi enabled.

Training facilities include:

- Fully resourced classrooms equipped with computers
- Student open space
- Counselling room for meetings with the student and staff
- Adequate acoustics, ventilation and lighting
- Toilet facilities including disabled accessible facility

- Computers with internet access
- Online learning platform

In the event of a planned relocation of the College we will notify both ASQA and our students at least three weeks prior to the relocation taking place. This notification will provide details of our new address, a map of how to get there and other details relevant to the relocation and student studies during this transition period.

What you must supply

AIOE use technology to teach your courses. We have computer rooms and the College is wi-fi enabled. All students are recommended to have their own computer or laptop and access to the internet.

Student Breaks

There are lounge areas available and many shops and restaurants nearby since we are located about a 3-minute walk from World Square.

Student Support Services

AIOE supports students to adjust to life and study in Australia and to achieve satisfactory course progress. It is important that we offer support services so students understand their obligations on a student visa while studying in Australia.

Orientation is the first important part of student support. We talk about and give more information on:

- Student support services available to students in the transition to life and study in a new environment
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Counselling services
- Visa condition relating to course progress and/or attendance

Communication and student intervention is another important part of student support. If you are falling behind in your study and results, we communicate with you and make individual case by case arrangements. These are called student academic intervention, and this is an obligation of the College as an RTO and CRICOS provider. You will read more about this in this Handbook and can see our policies on the website.

Welfare related support services is the third and important part of student support. We will discretely offer referrals to welfare services if there are some personal issues that may arise during their study. Some services offered through our staff are provided at no additional cost to AIOE students. If we cannot assist with your particular support needs, the College will refer a student to external support services. The College will not charge for a referral, but fees may be applicable from the service provider.

Our College ensures that the staff members who interact directly with students are aware of the obligations of a College under the ESOS framework and the potential implications for overseas students on a visa arising from the exercise of these obligations. This information is communicated to staff through inclusion in staff meetings, and across our policies.

External Counselling Services and Assistance	
Police, Ambulance, Fire	000
AIOE Student Services Head Office	02 8211 1128
Department of Home Affairs (DHA)	131881 (within Australia)
Domestic Violence Line (24 hours)	1800 656 463
Health Services Australia (Medical Examinations)	02 83960600
Translating and Interpreting Service (24 hours)	131450
Counselling and Mental Health Services available 24 h	
Lifeline Counselling Service	131114
Salvo Crisis Line	131114
International Student Emergency Line	1800 814 781
Specialist and Welfare Telephone Services available 24 hours	
Domestic Violence Service	1800 656 463
Rape Crisis Centre	9819 6565
Women's and Girls Emergency Centre	93605388

Information on Sydney

Visit the websites below for more information about Sydney:

Discover Sydney – <http://www.discoverSydney.com.au/>

Australian Tourist Commission – www.sydney.com.au

Official City of Sydney Site - www.cityofsydney.nsw.gov.au

Lonely Planet – <https://www.lonelyplanet.com.au>

Tourism New South Wales – <https://www.visitnsw.com/>

Sydney Transport – <https://transportnsw.info/>

Bureau of Meteorology – <http://www.bom.gov.au/>

Legal Services

Listed below are lists of Legal Services available in the Sydney Metropolitan. This section is relevant to all our students who may require legal advice or solutions.

- Legal Aid New South Wales – <http://www.legalaid.nsw.gov.au/asp/index.asp>

Legal	
Legal Aid (NSW)	9219 5000
Overseas Student Ombudsman (NSW)	9286 1000
Department of Industrial Relations	
Wage line	1300 369 945
Workplace Rights Hotline	1300 737 841
Human Rights & Equal Opportunity Commissions	02 9284 960
Complaints Info line / General Enquiries	1300 656 419/ 130 369 711

Counselling

Counselling provided by our Group Welfare Counsellor is available to those studying at the College on matters ranging from private concerns to living issues.

Students can see the counsellor for a variety of reasons. Everyone finds themselves in difficult circumstances at some time in their lives. Sometimes students want to speak to someone who is professional, confidential and separate from family and friends.

Why you may see the Counsellor:

If you are having personal difficulties, or just want to talk about:

- A disability
- Relationships Family issues
- Ongoing problems with anxiety and stress
- low self-esteem
- If you need moral support in attempting something challenging

The College will provide access to welfare-related support services to assist students at no additional cost to the student, which includes counselling services. In some cases, the College counsellor may refer you to an external provider, which will be at no additional cost, however, the external provider may have their own service fees, and students may have to pay this fee). Please see Student Services Officer to learn more about Counselling Services that are offered and to make an appointment

More about Studying at AIOE

As an international student you are required under your visa conditions to study in a full-time course. The AIOE VET courses are all planned around 20 scheduled contact hours per week during term.

- E-Learn: This is an online learning management system (LMS). It houses all the teaching materials, the assessment materials and your work is uploaded and saved into this platform. AIOE students MUST use the platform to do their class work and extra self-study and then the assessments.
- You will be guided through the navigation of the platform by your trainer and on orientation
- You will find the experience of learning easier if you have your own computer but the College has computer available during staffed hours
- You will become familiar with the E-Learn platform as you progress
- Your progress and results for each unit are all reflected in E-Learn.

Here is more information about how the courses and timetables are arranged:

- **Classroom learning:** Students are required to complete the timetabled classroom study every week to complete the weekly structured training for an overseas student. The trainer leads the classroom sessions. They may be lectures, tutorial or practical sessions. That will vary. You will get access to your course materials in class and also in E-Learn. Your attendance is recorded.
- **Online Learning:** The online learning is planned out in topics and activities that students must log in and spend time reading and watching then doing activities. All the course resources are available 24/7. Your time and completion of the activities is logged in the E-Learn system and monitored by your trainers every week in class follow up. So, you must do this work. It will help you to be ready for the assessment tasks.

ELearn Support

You are introduced to E-Learn during orientation and can follow up with Student Services staff for extra online navigation to get started. If extra support is required, you need to contact IT support through the platform following the getting to know the site guides and using the help menus. You can also discuss any technical issues with the trainer's face to face when you come to class.

All instructions are in English. The College is set-up with facilities which provide plenty of opportunity and ample space for you to practice and develop your skills.

Our trainers want you to do well in your study, so we offer education support strategies such as:

- Individual in class support to students.
 - Encouraging students to work at their own pace using the online learning platform.
 - Replying to messages in the E-Learn platform and helping through messaging and email.
-

- We can offer additional tutorial times for students to work in smaller groups with their trainer.
- We offer language support through our English Support classes accessible to all students free of charge.

Conduct of Assessment

The assessment is competency based which means you are tested against the standards outlined in the units of competency within the relevant National Training Package and its defined assessment guidelines.

Assessment methods may involve you in:

- Written questions
- Oral questions
- Case studies
- Projects
- Practical demonstrations

At the start of every unit there is a unit overview, and you will be given information on the topics and a delivery schedule including the units of competency and due dates for the assessments to be completed.

Your learning activities and your completed assessments are marked with feedback by the Trainer and uploaded and kept as a student record in E-Learn.

The results can be seen for every task and unit of competency as you progress through the units in your course. At the end of a unit, your final assessment record will be shown *C for Competent* or *NYC for Not Yet Competent*. Those assessed as *NYC (Not Yet Competent)* may be offered to resubmit and get a remark. If still *NYC* the student can request a re-assessment. There is a re-submission fee from the third attempt.

Recognition of Prior Learning (RPL)

If you believe you already have the skills and knowledge required to demonstrate competency you can request RPL. It does not matter whether you acquired your skills and knowledge through informal learning, work experience and/or life experiences. To request RPL you will need to:

- Read your course information and talk to the Admission staff if there is anything you need explained
- Collect and complete the Application for Recognition of Prior Learning form
- Complete and RPL interview with the Academic Manager
- Confirm you are eligible for RPL then go ahead with your evidence collection
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work)
- Organise the evidence you have for each unit of competency
- Present your evidence and the list of evidence for assessment.

The assessor may ask you to undergo a challenge test. You will be provided with a written report on the outcomes of assessment of your application for RPL which you will be required to counter sign. This report will be filed in your personal file.

Where RPL is granted before the issue of a student visa via AIOE, the course duration will be reduced. This will be shown on the letter of offer issued for that student.

Where RPL is granted after the student visa is granted, the resulting change of course duration will be notified via a database called the PRISMS.

AIOE does not charge for the processing of the RPL application. A fee does apply to complete the RPL assessment.

Credit Transfer (CT) Advanced Standing

AIOE recognizes relevant AQF qualifications and / or Statements of Attainment issued by any other RTO. We must verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the transcript.

We usually assess credit transfer requests at the application stage as this will affect the study load and the course duration and will be shown in the letter of offer to the student.

Where CT is granted after the student visa is granted, the resulting change of course duration will be notified to immigration via a database called the PRISMS.

Examples of Credit Transfer (CT) are:

- Students transferring from another College who have completed the same units we offer in a course.
- Students enrolling in a higher-level qualification who may have already gained electives that can be used as CT from a lower level qualification
- Students in aged care and community services qualifications who get their First Aid and CPR units from another RTO and this is given CT at AIOE.

Student Feedback

At several contact points in your student experience with the College you will be asked to complete surveys. This is your opportunity to provide us with feedback on the College, course, the trainers and assessors, the course administration, the training facilities, the training activities, Online experience, resources and materials and the assessment procedures. Your comments are always read closely and reported to management to improve our services. We gather final feedback at least at the end of your course.

Issuing your Qualifications

On successful completion of all units of competence you will be issued with a full AQF qualification and transcript of competencies achieved. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competence. The qualifications are issued electronically and can be verified through the SMS by entering the credential number. Hard-copies can be requested at an additional fee.

Trainers and Assessors

AIOE trainers come from a variety of backgrounds such as business, marketing, accounting and project management.

Our trainers and assessors maintain industry currency and have the relevant qualifications required to teach the courses as set down by the regulators.

These include:

- qualifications in their area of teaching
- qualifications in training and assessment
- maintaining their professional development and currency in the relevant area of teaching

Your trainers will:

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

Student Attendance is Monitored

Attendance is calculated as an average across the study period. So, a student timetabled for 20 scheduled contact hours per week (200 hours per term) must maintain 50% attendance which is 10 hours per week plus satisfactory course progress which means passing the units in that term.

Attendance in online learning is checked through ELearn - the Moodle platform. Weekly progress and activity is required at 5 hours per week as scheduled depending on the course. A student who completes one day or two evening sessions face-to-face a week and completes the online component each week will be attending above the minimum 50% requirement.

At each session, your trainer will record the attendance. The trainer will log into the student management system or in an attendance sheet and update the attendance data so it is up to date and visible for administration and students.

- Your class attendance is recorded in our database by the trainer
- Your activity and completion of work in E-Learn is recorded against scheduled hours per week in our database
- We check this regularly and monitor at each block in the term

Should you be unable to attend classes for reasons such as illness, serious family problems, you are required to contact student services and explain your absence.

A medical certificate from a registered general practitioner is required if you are sick and this will be recorded on the attendance records. You must provide a copy of their medical certificate upon return to class and keep the original for future records. If you are not attending classes for two consecutive weeks, or your attendance falls below 50% across a term we will notify

you by SMS. We will offer support in case low attendance suggests problems for your study and life. We do this to make sure you are progressing with your studies. If you do not attend, you will not be able to keep up with the work and assessments.

Course Progress

AIOE students will be made aware of our policy and procedures for recording and monitoring course progress followed by proactively notifying and counselling students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report international students, under section 19 of the ESOS Act, who have breached the course progress requirements. Domestic students may face enrolment cancellation in accordance with the course progress requirements.

Study period

The study period considered for course progress is one term of 10 weeks.

Trainer reporting of course progress

Trainers will mark assessments and complete the end of unit results for every student that are entered in the E-Learn results and progress area of the platform. These results are then entered in the student management system which contains all your records. Student Services department and the Compliance Manager monitor your progress closely.

Study periods for reporting purposes

Reporting/cancelling a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in 2 (two) consecutive study periods. Where the course is a short course (less than 3 months) then the study period is the length of the course.

Unsatisfactory course progress

We intervene and support students who are not attending class or failing units in a study period. When a student does not pass units and fails to meet the course progress requirements for two consecutive study periods, this is escalated to formal intervention and they are warned, offered support then they may be reported for unsatisfactory course progress to DHA via PRISMS as required under section 19 of the ESOS Act 2000 and this may result in their visa being cancelled. Domestic students face the cancellation of their enrolment if they fail to follow the academic course progress policy for two consecutive terms.

Academic Support

The Student Services department does regular monitoring of attendance rate and unit results. A notification is sent via the SMS where it falls below expected minimums over a term. Students can access their results through E-Learn.

Where a student falls below the minimum satisfactory requirements for the unit and the study period across one or two terms, a letter outlining the College intervention strategy will be sent and it may include any or all of the support strategies.

- Attending tutorials
- Attending counselling

- Receiving mentoring
- Receiving individual case management
- Receiving assistance with personal issues which are influencing progress
- Being placed in a suitable alternative subject within a course or suitable alternative course; or
- A combination of the above

SUMMARY OF COURSE PROGRESS NOTIFICATIONS

<p>Early intervention reminder SMS/ Email notification</p> <p>At risk of not meeting satisfactory course progress</p>	<p>Students not attending are sent a notification warning of their attendance status.</p>
<p>Academic Intervention Invitation</p>	<p>An academic intervention invitation is sent to a student that are identified at the end of a block (5 weeks) as failing one unit.</p>
<p>Unsatisfactory Course Progress warning letter #1 by email/ letter</p> <p>First warning - If they do not meet satisfactory course progress for the study period (1 block)</p>	<p>Students fall below the 50% unit pass minimum set by the College at the end of the study period of 10 weeks are sent email /letter notification of their course progress in that term. The student is required to attend an intervention meeting at the College.</p>
<p>Unsatisfactory Course Progress warning letter #2</p> <p>Unsatisfactory course progress at the end of 2nd consecutive study period – breaching visa conditions</p>	<p>Students fall below the 50% unit pass minimum set by the College at the end of the study period of 10 weeks are sent email /letter notification of their course progress in that term. The student is required to attend an intervention meeting at the College.</p> <p>This occurs at the end of the 2nd consecutive study period.</p>
<p>Where there are no compassionate grounds established, College intends to report unsatisfactory course progress.</p>	

<p>International Students: Letter of Intention to Report (ITR) to DHA for Unsatisfactory Course Progress #3</p> <p>Domestic Students: Letter of Intention to Cancel Enrolment for Unsatisfactory Course Progress #3</p>	<p>Despite intervention, possible no response to letters and no appeal process initiated by the students, means the College will escalate. Letter informs student of College's intention to report.</p> <p>States status of student's course progress then allows for appeals process.</p> <p>The student is allowed time for the internal and external appeals process (20 working days)</p>
<p>International Students: Report the student if no appeal has been made</p> <p>Domestic Students: Cancel enrolment if no appeal has been made.</p>	<p>International Students: Report to DHA via PRISMS</p> <p>Domestic Students: Cancel enrolment in the SMS.</p>

SUMMARY OF ATTENDANCE NOTIFICATIONS

<p><u>International Students</u></p> <p>Notification to DHA –</p> <p>Non-commencement of a course within 4 weeks of the start date.</p>	<p>Where there is no attendance for 4 weeks and no response to communication at the start of a new course, the College will investigate, and this may be considered a visa breach by non-commencement of the course by the student. The agent will be contacted and warned and asked to locate the student. Where the student does not contact the College within 7 days, this will be reported through PRISMS. The CEO will make the final decision.</p>
<p><u>Domestic Students</u></p> <p>Notification to DHA –</p> <p>Non-commencement of a course within 4 weeks of the start date.</p>	<p>Where there is no attendance for 4 weeks and no response to communication at the start of a new course, the College will investigate. The agent will be contacted and warned and asked to locate the student. Where the student does not contact the College within 7 days, the enrolment will be cancelled. Any fees paid will be forfeit. Students are responsible to make necessary arrangements to commence the course within 4 weeks from the course start date.</p>

Attendance SMS notification/email Absent for 2 consecutive weeks	Students who are away for 2 consecutive weeks are sent mobile phone SMS/ Email notification advising their attendance status.
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Monitoring Course Progress for Students

Students can enrol in multiple courses that lead up to the "principal" course in a "packaged" arrangement, as confirmed in the CoE (International Students only) and enrolment agreement. The highest-level course is considered the principal course, and the package determines for International students the visa duration. Students enrolled in packaged courses who are at risk of failing units in any term and thus not completing the qualifications within the course duration specified will be reminded of the course requirements as part of the academic intervention. It is expected that the student will complete the qualification in the regular course duration. The study load and course duration may be impacted and will be closely monitored.

Summary of Course Progress Notifications and Intervention for Students enrolled at AIOE

Early intervention reminder SMS Course progress email notification At risk of not meeting satisfactory course progress	Students who have low attendance and NYC unit results may fall below the minimum progress set by the College in a study period and are sent a notification by email warning of their attendance status and course progress for unit. They receive the Academic Intervention Invitation for any unit failed in a block.
Unsatisfactory Course Progress warning letter #1 by email/ letter First warning - If they do not meet satisfactory course progress for the study period (1 term)	Students who have NYC units results for 50% of units in a term fall below the minimum progress set by the College are sent email/letter notification of their course progress in that term. Attendance is also reported to the student. The student is required to attend an intervention meeting. Students are on mandatory intervention from this point.

Intervention meeting and plan	The student is required to attend an intervention meeting by Week 2 of the following block. Students are on intervention and attendance and NYC results are monitored from this point. The intervention meeting is recorded. The intervention plan
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	<p>must be agreed by the student and the SSM. The plan must be signed and put into the records. At risk students are monitored every 5 weeks from this point onwards.</p>
<p>Intervention monitoring</p>	<p>Course progress and attendance is monitored in the following block of 5 weeks. The student is expected to have followed the plan and improved. Student support is provided as per the plan and the communication is recorded.</p>
<p>Unsatisfactory Course Progress warning letter #2</p> <p><u>International Students:</u> Unsatisfactory course progress at the end of 2nd consecutive study period – breaching visa conditions where there are no compassionate grounds established, the College considers reporting unsatisfactory course progress.</p> <p><u>Domestic Students:</u> Unsatisfactory course progress at the end of 2nd consecutive study period – in breach of course progress requirements per College’s policy where there are no compassionate grounds established. The College considers cancelling the enrolment for unsatisfactory course progress.</p>	<p>Despite intervention, possible no response to letters and no appeal process initiated by the student, means the College will escalate and send an urgent notification of unsatisfactory course progress. This occurs at the end of the 2nd consecutive study period.</p> <p>Time allowed for the internal appeals process (20 working days)</p>
<p>Intervention meeting review</p>	<p>The student is required to attend an intervention meeting by Week 2 of the following term. The student has been monitored every 5 weeks on the intervention plan but not improved sufficiently to meet satisfactory course progress criteria. A review of the student circumstances is discussed, and decisions are made. The intervention meeting is recorded.</p> <p>The intervention must be agreed by the student and the SSM. The review must be signed and put into the records.</p>

<p>Intervention monitoring</p>	<p>Course progress and attendance is monitored in the following block of 5 weeks. The student is expected to have followed the plan and decisions and improved.</p> <p>Student support is provided as per the plan</p> <p>Communication is recorded.</p> <p>Where there is no change, the College records the intervention has not been successful and moves to ITR</p>
<p><u>International Students:</u> Letter of Intention to Report (ITR) to DHA for Unsatisfactory Course Progress</p>	<p>Letter informs student of College's intention to report. States status of student's course progress then allows for appeals process. The student if allowed time for the internal appeal (20 working days). If a negative outcome is received, the student is allowed an additional 10 days to lodge an external appeal or else the enrolment is cancelled and the student reported to DHA.</p>
<p><u>Domestic Students:</u> Letter of Intention to Cancel Enrolment for Unsatisfactory Course Progress</p>	<p>Letter informs student of College's intention to cancel. States status of student's course progress then allows for appeals process. The student if allowed time for the internal appeal (20 working days).</p>

Intervention – Support for Students

When warning letters are sent out to students, the intervention meeting is offered and the student must attend this meeting. The intervention meeting is a chance to find out what is happening for the student and offer support. The support may include any or all of the support strategies:

- (1) Academic counselling and a meeting with the Academic Support staff
- (2) Counselling on course selection with Academic Support staff
- (3) Welfare Counselling to clarify if personal situations are impacting on student results
- (4) Sensitively exploring there are any compassionate or compelling reasons for the result
- (5) The option of repeating a unit of study in a later term
- (6) Transfer options for the student
- (7) Clarification of student visa implications for continued unsatisfactory progress in the second study period
- (8) The complaints and appeals process and the fact that the student has 20 working days in which to follow this up.

The intervention meeting will be signed by the staff member and the student recorded in the students file. The record will be added to the student notes section in the database.

Intervention – Course Extension

The course extension is an intervention method for students, including students on packaged courses, where the student is allowed to extend the course duration at additional cost to address their performance gaps and improve course progress to a satisfactory level which is the expected completion of the course to gain the full qualification. These circumstances include:

- Where the student is on the intervention plan that requires course duration extension to undertake the necessary re-training and/or re-assessments
- The compassionate and compelling circumstances have been taken into consideration and the decision to extend course duration has been approved under these circumstances
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Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports) or
- where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the CEO may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, AIOE will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

Change of Course Request

If you consider changing your course, you must complete a Change of Course form available from the Student Services Officer's desk and submit it. A course changing fee will apply and you may have to pay the difference in fees. You must satisfy the entry requirements for the new course. You may be asked to attend a meeting with the Academic Manager and the request is assessed under consideration of the best interest of the student. The request is subject to approval by the CEO and/or Academic Manager.

Maintaining your Study Load

AIOE is required to monitor the enrolment load of students to ensure that at all times you are in a position to complete the course within the duration specified on your visa. There are limited

circumstances in which students are permitted to receive an extension to the expected duration of study for the course.

Approved Reduced Study Load

We may permit a student to undertake a reduced study load over the academic year in the following limited circumstances;

- (1) Student has been awarded exemptions (Credit) or RPL and there is no available course in that study period which will contribute to the program; or
- (2) Student has not passed the required prerequisite courses to allow further enrolment; or
- (3) Student has been approved for a reduced study load over the academic year as part of an intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- (4) Student has been granted an approved leave of absence under compassionate and compelling grounds.

Students who are permitted to undertake a reduced study load will be provided with a revised study plan which must be followed for all future study periods.

Course Variations, Suspension, Deferment and Cancellation

In some circumstances, the College and/or the student can vary the timetable, or the course or the enrolment status. This will be considered on a case by case basis.

Students must ask for the Change of course form and talk with a Student Services officer.

Student will complete a withdrawal, deferment, cancellation form and talk with a Student Services officer.

The situations include:

- Defer commencement date
- Defer commencement of a new term – special leave
- Suspension of enrolment
- Cancellation of enrolment (by the student or the College) Change in schedule
- Change in start date
- Change of course

Leave of Absence

Students who wish to defer, suspend, or cancel enrolment can apply to do so only if the course in which they were enrolled is unavailable, their visa is delayed or there are compassionate or compelling circumstances. Compassionate or compelling circumstances are usually beyond the control of the student and have an impact on the student's course progress or the student's well-being.

Compassionate or compelling circumstances include but are not limited to:

- unexpected severe illness or death of a family member
- you are involved in custody proceedings for your child
- you or an accompanying immediate family member has an acute medical condition requiring treatment
- you have been involved in legal proceedings where the timing is beyond your control

- you have been caught up in a natural disaster, political uprising, or other similar event
- you have an accident, fall seriously ill or contract a serious medical condition after arriving in Australia
- you witness or are the victim of a serious crime

Effect of deferral, suspension, or cancellation of enrolment on a student's visa

Deferral, suspension, or cancellation of enrolment is likely to influence a student's visa. International students should contact the nearest DHA office or refer to <https://www.homeaffairs.gov.au/> for further information. All deferrals, suspensions and cancellations of enrolment are notified to DHA via the PRISMS system and all documentation about the deferral, suspension or cancellation of a student is filed in the student's file.

How to Apply for Leave of Absence

You need to complete the application and hand in to the Student Services Officer with supporting evidence for the application. Tuition fees must be paid until the end date of the leave of absence. The application will be assessed by the Student Services Manager who may refer you to the Welfare Counsellor. The Student Services Officer will advise the student if the application has been approved within a week of submission.

Important steps:

- Contact our Student Services Head Office to request more information and the link to Leave of Absence online application
- Complete the application and submit the requested supporting documents within 5 working days from receiving the request for more information (RFI)
- It is mandatory to provide evidence to support your claim for compassionate and compelling circumstances
- Wait for the outcome

If your application is APPROVED:

If your application is approved the Department of Home Affairs (DHA) is informed, this will prevent any problems with your Visa conditions.

If your application is DECLINED:

Students can use the internal appeals process. The Student Services Officer will explain this procedure.

Withdrawals and Transfers

International Students:

- In the event the students intend to transfer their study to another provider the Early Leave from Study form is completed. The student must meet with the student services manager.
- AIOE is responsible for assessing the student's request to transfer within the first 6 months where AIOE is the principal course of study. Such a request will be assessed and the decision explained to the student in a personal interview and in writing.
- AIOE will consider a student's request to transfer out of the College prior to the first 6 months and this may be granted where the transfer will not be to the detriment of the student and where exceptional circumstances exist.
- After the first six months of the principal course, no restrictions apply. So, the student is entitled to transfer out of AIOE after 6 months and we will advise and process this request.

Enrolment Cancellation

As a student you might find yourself in a situation where the request to cancel your enrolment is a suitable course of actions. Accepted reasons for your request to cancel your enrolment and evidence requested from you in order to assess your request are listed below. Please note that all fees per enrolment agreement must be paid up to date until the day you lodge your request and a cancellation fee of \$350 applies to all applications. The College will assess your application within 10 business days from receiving all documents.

Returning to your Home Country (International Students)

Note: If you are planning to return to your home country for good it is important to note that it is your responsibility to inform the College about your decision and to take necessary action to finalise the process.

Important steps:

- Contact our Student Services Head Office to request more information and the link to our Early Leave from Studies online application
- Complete the Early Leave from Studies application and submit the requested supporting documents within 5 working days from receiving the request for more information (RFI)
- Pay the cancellation fee of \$350 and wait for the outcome of your application. Should you not be satisfied with the outcome, you can appeal the college's decision
- Mandatory evidence: One-way air ticket to your home country, evidence of the submission of the 1194 form (Request to Cancel your student visa)

Request to Transfer Provider (International Students)

Note: AIOE will consider a student's request to transfer out of the College prior to the first 6 months and this may be granted where the transfer will not be to the detriment of the student and where exceptional circumstances exist. The request is assessed under consideration of the best interest of the student and is subject to approval by the CEO and/or Academic Manager. However, after the first six months of the principal course no restrictions apply. So, you are entitled to transfer out of the College after 6 months and we will advise and process this request by letter and through PRISMS.

Important steps:

- Contact our Student Services Head Office to request more information and the link to our Early Leave from Studies online application
- Complete the Early Leave from Studies application and submit the requested supporting documents within 5 working days from receiving the request for more information (RFI)
- Pay the cancellation fee of \$350 and wait for the outcome of your application. Should you not be satisfied with the outcome, you can appeal the college's decision
- Mandatory evidence: Offer letter from new CRICOS provider and evidence of tuition fee payment

Change of Visa (International Students)

Note: If you no longer hold a student visa or are required to fulfill study requirements, you may choose to request the cancellation of your enrolment. **Note:** A change of visa does not automatically terminate your enrolment with College. It is your responsibility to report any change in circumstances.

Important steps:

- Contact our Student Services Head Office to request more information and the link to our Early Leave from Studies online application
- Complete the Early Leave from Studies application and submit the requested supporting documents within 5 working days from receiving the request for more information (RFI)
- Pay the cancellation fee of \$350 and wait for the outcome of your application. Should you not be satisfied with the outcome, you can appeal the college's decision
- Mandatory evidence: Visa Grant Notification stating new valid visa and its conditions

Cessation of Studies (Domestic Students)

Note: If you decide that you no longer wish to continue your studies with AIOE, you can submit a request by completing the ELFS form to request the termination of your Enrolment agreement.

A change of circumstances such as relocation within or outside Australia does not automatically terminate your enrolment at AIOE. It is your responsibility to report any change in circumstances.

Important steps:

- Contact our Student Services Head Office to request more information and the link to our Early Leave from Studies online application
- Complete the Early Leave from Studies application and submit the requested supporting documents within 5 working days from receiving the request for more information (RFI)
- Pay the cancellation fee of \$350 and wait for the outcome of your application. Should you not be satisfied with the outcome, you can appeal the college's decision

Fees Policy

All amounts are in Australian dollars (AUD).

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

Table of Service Fees

Additional fees that may apply in addition to tuition and non-tuition fees include:

Service	Fee
Enrolment fee	\$200
IT Levy	\$50
Material fees (ELICOS/English)	\$50 1-12 weeks \$100 for more than 12 weeks
Replacement ID card (hard-copy)	\$50
Express fee for documents issued within 2 business days	\$50
Change of Course (after commencement)	\$150
Change of Class (VET courses)	\$80
Change of Start date (before commencement)	1 st variation \$100 2 nd variation onwards \$150 (exceptions apply)
Change of Class (ELICOS/English courses – Evening shift to Morning shift)	\$80
ELICOS/English Exit test re-registration fee (30+ days from course end date)	\$150
RPL Assessment (VET courses - only available prior to the start date)	\$250
Enrolment cancellation fee (after commencement)	\$350
Replacement Certificate or Statement of Attainment	\$100 for within 91 days to 5 years from course completion date
Replacement Certificate or Statement of Attainment issued	\$350 for 5 to 15 years from course completion date
Replacement Certificate or Statement of Attainment	\$500 for 15 to 30 years from course completion date
Additional Statement of Attainment or Certificate (hard-copy, requested within 90 days from course completion)	\$100

Reissuing Certificate or Statement of Attainment	\$350 for within 5 to 15 years from course completion date
Reissuing Certificate or Statement of Attainment	\$500 for within 15 to 30 years from course completion date
Additional Certificate or Statement of Attainment (if requested within 90 days from completion)	\$100
Overdue fees	\$100/month of overdue fees
Refund Administration fee	\$250
Payment Plan Establishment fee	\$100
Re-assessment fee per Unit (third attempt onwards)	\$250
Postage handling fees	within Australia: \$ 10, or Express \$20/ International \$50

For questions, please contact info@aioe.edu.au.

Refund Policy

Refunds

AIOE under the ESOS Act 2000 and the National Code 2018 must have in place a Refund Policy which needs to be provided to the prospective international students studying in Australia before formalisation of their enrolment.

If an applicant accepts a place offered by AIOE by submitting the signed Offer letter, it means a binding contract is created between the student and AIOE.

Request of withdrawal or early leave from a course of study must be made in writing to AIOE addressing to the Principal. To lodge a request, the student must submit the completed and signed request form and pay the applicable cancellation fee. The *Withdrawal Request Form* refers to cancellation requests prior to the commencement date of the first course. *Early leave from Studies* requests refer to cancellation requests after the commencement of the course. The initial course start date of the first course is considered for refund calculations.

All tuition fees paid including any course fees collected by education agents on behalf of AIOE are subject to the refund policy.

Refund Policy (International students)

1. The Enrolment Fee, Accommodation Placement Fees, and IT Levy are non-refundable whether you complete your course or not.
2. A \$350 fee is payable for administering course cancellation after course commencement.
3. Where a student has cancelled prior to commencement a fee of \$250 is charged for processing the refund (except in student visa rejection cases).

4. An administrative charge of \$100 for the initial request and \$150 for any subsequent request is made to vary an application e.g. deferral of start date, change of course etc.
5. Tuition Fees and OSHC are refunded in full if your student visa application is rejected and you provide official written notification of the refusal from DHA.
6. Student Default: No refund will be made even in the event of student visa refusal if a student:
 - has given false or misleading information in the enrolment- or visa application:
 - fails to comply with the conditions of enrolment at the College.
 - is in breach of their visa requirements as imposed by the Australian Government.
 - withdraws after the commencement date of the course.
7. Tuition fee refund: If you give written notice of your intention to withdraw from a course:
 - 30 days or more before the commencement date, tuition fees will be refunded less a cancellation fee of 25%.
 - more than 5 days before the commencement date, tuition fees will be refunded less a cancellation fee of 40%.
 - less than 5 days before course commencement date, tuition fees will be refunded less a cancellation fee of 50%.
 - No refund of fees paid will be issued if the student fails to either submit additional requested documentation or the completed refund request form within 90 days of receiving the offer letter, irrespective of the Confirmation of Enrolment (CoE) status.
 - You are responsible for initiating the visa application process once the enrolment request has been processed and the CoEs have been issued. If the CoE expires due to the applicant's failure to submit their visa application before the course commencement date, any tuition fees paid may be forfeited. The College may, at its discretion where evidence of compassionate and compelling circumstances is presented, offer to credit part of the forfeited tuition fees towards a future enrolment. This will require a new application and will be subject to current course fees at the time of re-enrolment.
8. Where two or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date of the first course.
9. Commencement of the course is defined as the course start date in the first Application form submitted by the student or agent and not subsequent changes to the starting date.
10. The college cancels a course after the start date and before the completion date:
 - The refund of the unused tuition fees will be calculated on a pro-rata basis (weekly as per the term calendar minus any application deductions)
11. All refunds will attract an administration charge of \$250.00 (including for visa refusal).

12. Course and other Fees are not transferable to another student or institution but may be transferred to another course within the College at the discretion of the College.
13. Any approved refunds are made payable to and sent to the student or his/her agent, in the country of origin as applicable in Australian dollars.
14. Bank charges are deducted for refunds made by bank draft or electronic transfer.
15. Provider Default: In the unlikely event that the College is unable to deliver your course in full starting from the agreed date, you will be offered a partial refund of unused tuition fees within 2 weeks after the default date.
16. Fees for services paid to education agents by students are not covered by this refund policy.
17. This refund policy applies to all tuition fees paid to the College and includes any tuition fees paid to an education agent to be remitted to the College.
18. All refund considerations will be strictly limited to the monies paid, which the College has received from the student as tuition fees only i.e. exclusive of all non-refundable fees and agents' commission (whether this commission was deducted before or after student payment the College.)
19. Students are encouraged to view the College's student handbook as part of pre-enrolment information.
20. This policy does not remove the right of the student to take further action under Australia's Consumer Protection Laws <https://consumer.gov.au/consumers-and-acl>

Refund Policy (Domestic students)

1. The Enrolment Fee, Accommodation Placement Fees, and IT Levy are non-refundable whether you complete your course or not.
3. A \$350 fee is payable for administering course cancellation after course commencement.
4. Where a student has cancelled prior to commencement a fee of \$250 is charged for processing the refund.
7. An administrative charge of \$100 for the initial request and \$150 for any subsequent request is made to vary an application e.g. application e.g. deferral of start date, change of course etc.
8. Student Default: No refund will be made if a student:
 - has given false or misleading information in the enrolment application.
 - fails to comply with the conditions of enrolment at the College.
 - withdraws after the commencement date of the course.
8. Tuition fee refund: If you give written notice of your intention to withdraw from a course:

- 30 days or more before the commencement date, tuition fees will be refunded less a cancellation fee of 25%.
 - more than 5 days before the commencement date, tuition fees will be refunded less a cancellation fee of 40%.
 - less than 5 days before course commencement date, tuition fees will be refunded less a cancellation fee of 50%.
- No refund of fees paid will be issued if the student fails to either submit additional requested documentation or the completed refund request form within 90 days of receiving the Offer letter.
 - You are responsible for making the necessary arrangements to begin your course within the 4-week commencement period. If the course starts and you are unable to commence within this period, any tuition fees paid may be forfeited. The College may, at its discretion where evidence of compassionate and compelling circumstances is presented, offer to credit part of the forfeited tuition fees towards a future enrolment. This will require a new application and will be subject to current course fees at the time of re-enrolment.
9. Where two or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date of the first course is considered.
 10. Commencement of the course is defined as the course start date in the first Application form submitted by the student or representing agent and not subsequent changes to the starting date.
 11. The college cancels a course after the start date and before the completion date:
 - The refund of the unused tuition fees will be calculated on a pro-rata basis (weekly as per the term calendar minus any application deductions)
 12. All refunds will attract an administration charge of \$250.00.
 13. Course and other Fees are not transferable to another student or institution but may be transferred to another course within the College at the discretion of the College.
 14. Any approved refunds are made payable to and sent to the student or his/her agent, in the country of origin as applicable in Australian dollars.
 15. Bank charges are deducted for refunds made by bank draft or electronic transfer.
 16. Provider Default: In the unlikely event that the College is unable to deliver your course in full starting from the agreed date, you will be offered a partial refund of unused tuition fees within 2 weeks after the default date.
 17. Fees for services paid to education agents by students are not covered by this refund policy.
 18. This refund policy applies to all tuition fees paid to the College and includes any tuition fees paid to an education agent to be remitted to the College.
 19. All refund considerations will be strictly limited to the monies paid, which the College has received from the student as tuition fees only i.e. exclusive of all non-refundable

fees and agents' commission (whether this commission was deducted before or after student payment the College.)

20. Students are encouraged to view the College's Student Handbook as part of pre-enrolment information.

21. This policy does not remove the right of the student to take further action under Australia's Consumer Protection Laws <https://consumer.gov.au/consumers-and-acl>

Records Maintenance

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance details of payments received, information on International student health cover, level of English language proficiency and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

Your records are confidential and available to you on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure. Information provided by the students to AIOE may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund. AIOE is required under section 19 of the ESOS Act to inform DHA about certain changes to a student enrolment and any breach of a student's visa condition relating to attendance and academic performance. We keep copies of your results for a period of 30 years. You must bear the cost for re-issuance of records and awards.

Legislative and Regulatory Requirements

AIOE is bound by and operates within the following legislative and regulatory requirements:

- Education Services for Overseas Students (ESOS) Act 2000
- ESOS Regulations (2001)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018)
- VET Quality Framework (VQF)
- National Vocational Education and Training Regulator Act (2011)
- Standards for English Language Intensive Courses for Overseas Students (ELICOS) 2018
- Human rights and Equal Opportunity Commission (HREOC) Act 1996
- Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)
- Commonwealth Racial Discrimination Act (1975)
- Commonwealth Industrial Relations Act (1998)
- Commonwealth Sex Discrimination Act (1984)
- Commonwealth Industrial Relations Reform Act (1993)
- Commonwealth Racial Hatred Act (1995)
- Commonwealth Disability Discrimination Act (1993)
- NSW Anti-Discrimination Act 1977
- Copyright Act 1968

- Equal Opportunity Act
- Work Health and Safety Act (2011)
- Work Health and Safety Regulations 2011
- Workers Compensation Act
- NSW Anti-discrimination Act 1977
- Workers Rehabilitation and Compensation Act (1986)
- Migration Act 1958

These legislations are available at web site www.austlii.edu.au and www.legislation.nsw.gov.au

Work Health, Safety Act and WorkSafe NSW

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

At orientation we will talk to you about emergency evacuation procedures. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students at the collection point for a roll call check.

Smoking is not allowed in any area of the College. If you wish to smoke you must leave the premises. There are rules about smoking within 4 meters of the entrance that must be applied by all staff and students.

A First Aid Kit is located in the reception area.

You are responsible for:

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

Anti-Discrimination

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

You are responsible for:

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

Access and Equity

AIOE provides equal access to training and delivery services for domestic and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

Recruitment to AIOE is carried out in an ethical manner in accordance with Access and Equity principles

Your trainers will:

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

Should you have any access and equity issues you may approach your trainer in the first instance. If you do not wish to do you may contact the Academic/Compliance Manager.

Student Responsibilities/Code of Behavior

While you remain as a student at AIOE, it is your responsibility to:

- To conduct yourself in a safe and healthy manner.
- To behave in a manner, prevents injury and disease to you, your trainer and fellow students.
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To comply with and assist in the College's emergency procedures.
- To refrain from smoking anywhere in the College building
- To refrain from drinking and/or eating in the lecture and computer rooms.
- To attend class regularly and punctually.
- To discuss any complaints or grievances with your trainer or student services staff.
- To not be discriminatory, harassing or bullying at all times to other students, staff or visitors to the College
- To report any discriminatory behavior, harassment or bullying to student services staff.
- To refrain from unacceptable behavior including the use of bad language, alcohol and drugs
- To refrain from the use of devices, this may disrupt classes. e.g. mobile phones and devices.

Students who choose not to comply with the Code of Behavior will be given a verbal warning in the first instance, a written warning in the second instance and must meet with the Intervention staff to manage the behaviors. Continuing inappropriate behavior is grounds for termination of enrolment by the College.

Complaints and Appeals

How to make a complaint, how to deal with a complaint and how to find support.

What can a complaint be about?

- The service provided by our Student Services Officers, your class, your level, or your trainer
- Any problem that you may have
- Anything else that you are not satisfied with e.g. facilities

Who can make a complaint?

Any person can make a complaint, including a student, any employee or contractor in any campus or location where the organization's services are provided.

How can a complaint be made?

A complaint can be made orally or in writing. You can make a complaint by speaking to your teacher or the Student Services Officer. If your complaint cannot be resolved by speaking to our staff, you can fill in a complaints form and help with this will be provided if you need it.

*You are entitled to have a support person present when making the complaint and at any other meeting. The Academic Manager will inform you about the complaints and appeals processes during the orientation program. You will be provided with information on how to access the complaints forms. While all complaints and appeals are in process, the College will maintain the enrolment of the student.

Informal Complaint

Most problems can be resolved quickly if students speak with someone who knows how to help. You do NOT have to give your name.

Formal Complaint

If the matter cannot be resolved by talking to someone a Complaints & Appeals form should be completed and submitted to the Student Services Officer. There are no associated fees for this.

It is preferable (but not essential) that you print your name on the complaint form and sign it. Students should be aware that, in some instances, a complaint cannot proceed if it is anonymous or if you request that your identity be withheld. We will assess your complaint within 10 days and all reasonable measures are taken to finalize the process as soon as possible. If you have made a complaint, you will be given a written statement of the outcome, including details and the reasons for the outcome.

The Outcome of a Complaint

It is not always possible to ensure that a student is satisfied with the outcome of a complaint. The college is bound by policy and legislative requirements which means that it will not always be possible to give the student the outcome they are looking for.

External Complaints or Appeals

If a student is dissatisfied with the outcome of the complaint or appeal at the end of the internal process, the student may wish the matter to be dealt with through an external dispute resolution process facilitated by the Overseas Students Ombudsman. AIOE does not charge any student for the referrals to external support services/agencies.

Academic Appeals

Records of assessment appeals that escalate to a written appeal will be recorded on our Assessment Appeals Register. The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure.

Discuss your results with the Assessor who marked your work

- For all assessment tasks but in particular for final assessment tasks, if the student has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained in this Handbook, in E-Learn and during the course so most assessment matters can be resolved at this stage.

Review - Request a re-marking by the same Assessor or another Assessor

- If agreement cannot be reached, the student has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date. The College will acknowledge receipt of appeal and date received.

Fill in and send a written assessment appeal form that will be considered by the Academic Manager

- If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the student is still not satisfied, then the Academic Manager shall discuss the assessment decision with the student and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results. The College will acknowledge receipt of appeal and date received.

The Appeal resolution by meeting or phone then the Academic Manager will send written notification of the decision

- A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the College will be finalized as soon as practicable.

If our internal process has not worked, you can seek a review or appeal the decision.

- We move to external marking. We offer an external mediation and assessment services. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision by a third party Assessor will be recorded and sent to all parties within 28 days. This will be the final decision.
- Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
- Once the external assessment service has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the National Training Complaints Hotline.

Student Satisfaction Survey

Student Satisfaction Survey forms are available from the front desk. In addition, all students will be encouraged to complete a Student Satisfaction Survey at regular intervals. These surveys will be distributed to the Student email inbox via SurveyMonkey.

Tuition Fees

Information about course fees is provided by the Marketing Manager as part of the initial consultation or by the representing agent. All enrolment related fees are listed in the pre-enrolment information and Offer letter.

Students' Visa Requirements

All students must be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week.
- Students must progress a minimum of 50% per term of studies
- AIOE attendance policy requires VET students to attend a minimum of 50% of the scheduled contact hours.
- Students must provide current and accurate contact details to the education provider. If contact details change, students are required to give a Change of Details Form to the College.
- All students must provide correct contact details (including address, mobile number and email) to the College.
- All students must update their contact details with the college within seven days of the change. Under The Education Services for Overseas Students Act 2000 (ESOS Act), the college will contact the students regularly to verify the contact details.
- Student who obtains work rights on their visa can work up to 48 hours per fortnight during the course and unlimited hours during holidays.

Working in Australia

The student visa allows a student to work up to 48 hours per fortnight during the study term and full-time during College term breaks. Australia provides good opportunities for part time and casual work. Rates of wages may range from AUD\$20 to AUD \$25 per hour for casual work depending on the job.

If your student visa was granted after 26 April 2008, you will receive permission to work with your visa grant. You do not need to apply for it separately. The College will notify DHA electronically that you have commenced your course. This will be done within one week of your study commencement.

Student visa holders have conditions placed on their ability to engage in paid work. There will be restrictions on the number of hours you are allowed to work. In order to work in Australia, you need to have a Tax File Number.

For a Tax file number, you should apply online at www.ato.gov.au.

Students' Responsibilities

DO	DO NOT
Arrive promptly to all class	Use your mobile (unless the teacher has instructed you to)
Participate in all lessons	Smoke in the Building. The College has a "non-smoking" policy. You must keep a 4m distance from the college premises if you wish to smoke.
Always speak English	Smoking and littering in front of the building is prohibited and council rangers visit quite often and fine offenders \$60 to \$100
Respect the culture of other nationalities	
Be well prepared to participate – ensure that you have pens, paper etc. with you	
Follow the teacher's instructions	
Leave your classroom tidy	
Attend all assessments	

Complaining to the Commonwealth Ombudsman

In Australia, you have the right to complain and the Commonwealth Ombudsman's services are free.

In some cases, the Ombudsman may decide not to investigate your complaint. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.

If the Ombudsman decides **not** to investigate, they will tell you why. They may refer you to another organisation that can help.

The Ombudsman is independent and impartial. If they **do** decide to investigate your complaint, they will contact the education provider and ask us what happened.

The Ombudsman will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

Make a Complaint

Online

You can make your complaint online via the following link: <https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm>

Telephone

You can contact the Commonwealth Ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Personal Information Disclosure

We do not disclose personal information to third parties without the owner's consent, unless required or permitted by law. We may be required by law to disclose some personal information to Australian government organizations and to the Fund Manager of the ESOS Assurance Fund, Commonwealth and State agencies, in accordance with legislative requirements. Personal information may be disclosed for the prevention, detection or investigation of criminal conduct, or in certain circumstances in the interest of public health or public safety.

We are required by law to inform the Department of Home Affairs (DHA) if an overseas student visa holder changes the course of study for which he/she is enrolled, changes the duration of his/her course of study, or

breaches a student visa condition relating to attendance or satisfactory academic performance.

It may sometimes be necessary for the College to provide personal information to others with whom it conducts business; for example, professional advisers (auditors, lawyers), insurers, and printers.

Privacy Policy Collection

The College collects information to enable it to:

- provide services to its students
- process applications for enrolment
- maintain appropriate academic and financial records
- assist prospective graduates to find employment where applicable maintain contact with past students
- provide statistical and other information required by government

Right of Access

Students have the right to access their personal information (subject to some exceptions allowed by law), and to have it corrected if necessary. Proof of ID will be required before files are made available to students.

Accuracy

The College takes reasonable precautions to ensure that the personal information collected is accurate, complete and up-to-date. It is important that students keep the college up-to-date with changes to their personal information, such as name and address.

Retention and Security

The College takes reasonable steps to protect personal information from unauthorized access, modification or disclosure. Personal information is destroyed when no longer required.

Rules for Computer Labs

Computers and software at the College are licensed and usage is restricted. The import or export of any software, images or information is forbidden unless at the direction of College staff.

- You may not use the computer room unless your teacher/trainer is present
- You are not permitted to download any files from the Internet unless they are related to your studies
- You must not adjust any of the computer default settings
- You must not play computer games on College IT equipment
- You cannot share or rent your account and password
- Keep the room and equipment clean, clean and don't bring any food or drink
- Report all breakages/malfunctions/unauthorized use/tampering

Occupational Health & Safety

The College is required to maintain a safe working environment for all students and staff members. Industry Occupational Health and Safety specifications are available on request.

The College is not solely responsible for maintaining safety. Each individual has a responsibility to work and study safely and to follow the prescribed safety guidelines while they are studying at the College. Anyone who detects a safety problem should notify a teacher immediately so that the problem can be fixed.

Orientation and Induction Procedures

At orientation, the College will discuss all the items that are covered below and make sure you understand them. This will make your entry to the College comfortable and give you a good understanding of the College policies, as well as your rights and obligations. On orientation day, you will be instructed on matters such as:

- Address notification and changes of address
- Attendance Policy
- Appeals and Complaints
- Documents - Photos for ID - Copies of Passport Pages Explanation of basic requirements
- Leave - medical and other leave New Student Information forms
- WHS procedures, Evacuation Procedures, Fire Exits Payments
- Student handbook – main headings e.g. Complaints and Appeal Procedures Tour of College
- Use of the Internet

Orientation

All students must attend a compulsory orientation program on their course commencement date for each course. Students must inform the college if they are not able to commence their course as soon as possible prior to their course commencement date. Under *The Education Services for Overseas Students Act 2000 (ESOS Act)*, if a student has not commenced studies or contacted the College by the scheduled commencement date, he/she will be reported to DHA via PRISMS within twenty (20) business days of the scheduled commencement day.

Frequently Asked Questions (FAQs)- How to Navigate Key Processes (Enrolled students)

- **Where do I request enrolment letters?**
Attend the Student Services Office and present your ID card.
- **How do I check my course progress?**
Check the eLearn portal, or alternatively: Contact our Student Services Office.
- **I missed submitting my assessment by the deadline. What do I do?**
Contact our Student Services Office, or: Access the Academic Support meeting link on the website.
- **I struggle to upload assessments in the eLearn platform. Can I email them?**
No, we only accept submissions through the eLearn platform. If you struggle to use it, please contact our Student Services Office. If they are unable to assist you, they will connect you with our Academic Support team for further help.
- **I was sick and missed some classes. Who do I notify?**
Notify our Student Services in person on Level 5, or: Email your medical certificate to sso@aioe.edu.au.
- **I cannot access my student email inbox/eLearn platform. What do I do?**
Notify our Student Services in person on Level 5, or: Email sso@aioe.edu.au from the personal email you provided on orientation day.
- **I need a letter verifying my enrolment status. What do I do?**
Contact our Student Services Office and request the letter.
- **I need more time to pay my fees. What do I do?**
Submit evidence of financial hardship to our Student Services Office to request either an extension or a payment plan.
- **I need help. I'm struggling personally. What do I do?**
Contact our Student Services Office, or: Access the Welfare Counsellor Support meeting link on the website.

- **I worry my course is not right for my future career. Who do I talk to?**
Contact your trainer/assessor, and if needed, the Academic Manager will get involved to discuss your options.

- **Can I go on holidays?**
Yes, but only during scheduled term breaks. Leave outside these breaks must be approved by the College, especially if you hold a student visa. The request must meet the criteria for compelling and compassionate circumstances. Ask our Student Services to assess your request and provide further information and guidance.

- **I received an Intention to Report letter because I am an international student and I did not pay my fees or did not progress satisfactorily. What do I do now?**
Contact our Student Services ASAP. You will need to submit an appeal within 20 business days of receiving the letter and attend a meeting to discuss why the breach of visa conditions occurred. The College may decide not to report you if you present evidence of *compelling and compassionate circumstances*.

- **I have a problem with my class. What do I do?**
Talk to your trainer first. If they are unable to resolve your concern, they will connect you with the Academic Manager. If your complaint involves the trainer, or if you prefer not to discuss it with your trainer, you can contact our Reception on Level 5, and they will assist you in addressing your complaint.

- **What if my complaint cannot be resolved to my satisfaction or requires more investigation?**
If your complaint cannot be resolved to your satisfaction or needs further investigation, you will be offered the opportunity to complete the Complaints and Appeals Form. A formal investigation will be conducted, and we will provide you with a written outcome after discussing with management which corrective actions will be taken to resolve the issue.

END OF HANDBOOK