



# **English Course**

# **STUDENT HANDBOOK**

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### **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 English (AIOE).***

*This Student Handbook is your guide through your studies with our College, whether you are a Domestic or International Student enrolled in an English course. We aim to provide you with the best facilities, teachers, 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.*

## AIOE Handbook

Australian Institute of English (AIOE) Student Handbook is for students who enrol in an English language course, also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at [www.cricos.education.gov.au](http://www.cricos.education.gov.au). It contains important information to provide support to international and domestic students from commencement to completion.

## RTO Details

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

## AIOE Staff

The following chart provides details of important staff that will provide support and assistance during your study at AIOE:

Department	Position	Name
<b>Management</b>	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 Officer	Alessandra Brambilla Saowanee Roungwittayakom
<b>Marketing and Sales</b>	Group Senior Marketing Manager	Niphaphon Chitchom
	Marketing Manager	Viviana Penida
<b>Student Services Head Office</b>	Student Services Manager	Zainab Mohsen
<b>Welfare and Support</b>	Student Welfare Counsellor	Zainab Mohsen
	VET Support Officer	Michael Beydoune
<b>Finance</b>	Accounts	Alan Qin
<b>IT</b>	IT Support	Reach out to IT Help Desk

## 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 <https://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 right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of the money you pay for your course. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

### Your rights to know:

- How to use your provider's student support services
- Who the contact officer is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended, or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study
- 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

For information about	Who to Contact	Method of contact
<b>Policies and procedures that affect you</b>	Student Services Head Office	Ph: +61 282 11 11 28 Email: sso@mercurycolleges.edu.au
<b>Your ESOS rights and responsibilities and rights</b>	Department of Education	ESOS Helpline: +61 2 6240 5069 Website: www.education.nsw.gov.au
<b>Your Visa matter</b>	Department of Home Affairs (DHA)	Ph: 131 881 (in Australia) Website: www.immi.gov.au

## College Location

AIOE operates at its approved location. Further information about this location where your class is running is on the website and you will be given a campus tour at orientation.

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

## College Facilities

To help students have a good study experience, our campus provides:

- Spacious, well-lit classrooms
- Computers and Internet access including Wi-fi on all floors
- Welfare counselling
- Monthly social activities and excursions
- Assistance with accommodation options
- Lunch area with seating, sink, microwaves, and fridge
- Language assistance

## Class Times English

### Morning Classes (Monday - Thursday)

9.00am – 2:30pm including a 30-minute break

### Evening Classes (Monday – Friday)

5.00pm – 9.15pm including a 15-minute break

\*Class schedules are subject to change

## 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).

### Accommodation and Living Expenses

An international single student living in Sydney requires approximately AU\$18,000-\$21,000 for living expenses each year (Australian Education International) Note: This figure does not include tuition fees.

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](http://www.transportnsw.info)

### 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/> .

### Accommodation Options for Students

**Hostel Accommodation** is a popular option for international students, especially in the first months of their arrival. A small, furnished room is provided with access to a shared bathroom, laundry, lounge, and recreational activities. Some hostels also provide computer access. You should inspect more than one before deciding. Many hostels are privately run and come under the Rooming House Act. If you sign a lease, you are protected by the Residential Tenancies Act.

**Apartment/flat rentals** vary in cost and condition. Before making long term arrangements, make sure you are familiar with the suburb or area. Before you sign a lease agreement you should get short-term accommodation so that you can decide where you want to live.



## 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](http://www.commbank.com.au))
- **Westpac Bank** ([www.westpac.com.au](http://www.westpac.com.au) )
- **ANZ Bank** ([www.anz.com.au](http://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

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 closed. Some banks may open 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.

## Emergency, Health Services and Useful Numbers

General Emergency Support	Contact
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
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

## 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](http://www.sydney.com.au)

Official City of Sydney Site – [www.cityofsydney.nsw.gov.au](http://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 area. 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>

## Counselling

Free counselling is provided by our 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 contact the Student Services Office to learn more about Counselling Services that are offered and to make an appointment.

## Attendance Policy

### International students

As an international student, your required minimum attendance rate over the period of your studies is 80%. The class roll is a record of attendance which clearly records your actual time in the classroom the class teacher at every session for 20 hours per week.

If you fall below the 80 percent attendance requirement for the duration of your Confirmation of Enrolment (CoE), the College may report you to the Department of Home Affairs (DHA).

You must notify the College if you are sick and unable to attend classes. You should seek the services of a qualified medical doctor (i.e. a registered General Practitioner) for treatment and ask for a Medical Certificate to explain your absence.

Any request to excuse absence needs to be supported by a medical certificate and is counted towards your total absences when calculating attendance.

If you are absent for 5 consecutive days, the College will contact you by phone or email to find out the reason for your falling attendance and to determine appropriate support measurements. You will receive attendance reminders and warning letters to ensure you are aware of your current attendance rate and if you are at risk of breaching your student visa condition.

### Domestic students

As a domestic student, your required minimum attendance rate over the period of your studies is 50%. The class roll is a record of attendance which clearly records your actual time in the classroom the class teacher at every session for 20 hours per week.

If you fall below the 50 percent attendance requirement for the duration of your enrolment, the College may cancel your enrolment based on unsatisfactory attendance and you will be ineligible to obtain the Statement of Attainment.

You must notify the College if you are sick and unable to attend classes. You should seek the services of a qualified medical doctor (i.e. a registered General Practitioner) for treatment and ask for a Medical Certificate to explain your absence.

Any request to excuse absence needs to be supported by a medical certificate and is counted towards your total absences when calculating attendance.

If you are absent for 5 consecutive days, the College will contact you by phone or email to find out the reason for your falling attendance and to determine appropriate support measurements. You will receive attendance reminders and warning letters to ensure you are aware of your current attendance rate and if you are at risk of breaching AIOE's attendance policy.

## Attendance Warning Letters

### ***First Warning Letter for Unsatisfactory Attendance (1WLUA)***

International Students: Once your attendance has dropped below 80% (i.e. you have missed over 15% of the course contact hours for the study period) the 1WLUA will be sent to you by the Student Services Manager.

Domestic Students: Once your attendance is at risk of dropping below 65% (i.e. you have missed 30% or more of the course contact hours for the study period) the 1WLUA will be sent to you by the Student Services Manager.

### ***Second Warning Letter for Unsatisfactory Attendance (2WLUA)***

International Students: Once it is no longer possible for you to attain 75% attendance for the study period, the Student Services Manager will contact the ELICOS Academic Manager to consider the circumstances which caused your non-attendance. You will receive the Second Warning Letter for Unsatisfactory Attendance. You are expected to urgently contact our Student Services Head Office to discuss your absenteeism from class.

Domestic Students: Once it is no longer possible for you to attain 60% attendance for the study period, the Student Services Manager will contact the ELICOS Academic Manager to consider the circumstances which caused your non-attendance. You will receive the Second Warning Letter for Unsatisfactory Attendance. You are expected to urgently contact our Student Services Head Office to discuss your absenteeism from class.

### **International Students: Written Notice of Intention to Report for Unsatisfactory Attendance (ITR)**

If this final approach fails, and your attendance falls below 70%, you will be notified in writing of the College's intention to report you for not achieving satisfactory attendance. The written notification will also inform you that you have 20 working days after receiving the notice to lodge an appeal with the College. It is important to remember you must obtain documented evidence to support your appeal.

If you do not appeal within the 20-working day period process, or the process is completed and results in a decision supporting the College, the College will report you unless the College is informed about an external appeal lodged with the Overseas Student Ombudsman within 10 days from the date you received the outcome. To be reported to the DHA for a Section 20 breach may impact your student visa.

### **Domestic Students: Written Notice of Intention to Cancel Enrolment for Unsatisfactory Attendance (ITR)**

If this final approach fails, and your attendance falls below 50%, you will be notified in writing of the College's intention to cancel your enrolment for not achieving satisfactory attendance. The written notification will also inform you that you have 20 working days after receiving the notice to lodge an appeal with the College. It is important to remember you must obtain documented evidence to support your appeal.

If you do not appeal within the 20-working day period process, or the process is completed and results in a decision supporting the College, the College will cancel your enrolment and you will be ineligible to obtain your certificate for the period studied.

### **The College may choose not to report you for attending less than 80 percent if:**

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply; and that
- decision is consistent with its documented attendance policies and procedures; and
- the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

### **You may choose to appeal the College's decision to report you based on the following reason:**

- you believe the College failed to record or calculate your attendance accurately
- compassionate or compelling circumstances prevented you from meeting your attendance responsibilities

- you believe the college failed to implement the Intervention Strategy and the other policies according to its documented policies and procedures that have been made available to you

### **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. They could 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

The following examples would **not** be considered compelling or compassionate circumstances or a critical incident:

- difficulties adjusting to living in Australia or academic life
- weddings
- relationship problems
- financial difficulties
- generally feeling "depressed" about circumstances where a qualified professional does not clinically diagnose depression.
- inability to begin studying on the course commencement date because travel has not been organised in time.

### **Terms & Study Periods**

There are no terms for English students. Classes, or study periods, operate on a rolling 49-week academic year with a 3-week scheduled break over the Christmas/New Year period.

### **Non-award English Courses**

International Students: For English courses, if you change course and get a new Confirmation of Enrolment, or extend your enrolment in the current course, getting a new Confirmation of Enrolment, your attendance is monitored over each of the Confirmation of Enrolments separately, rather than over the entire period of your enrolment.

Domestic Students: For English courses, if you change course and get a new Enrolment Offer, or extend your enrolment in the current course, getting a new Enrolment Offer, your attendance is monitored over each of the enrolments periods separately, rather than over the entire period of your enrolment.

## **Certificates for English Students**

When you finish your course, you will receive a Statement of Attainment. It will state your name, class level, course type, duration, and overall exit level and grades for each component: Listening, Reading, Speaking and Writing. The grading system explains in full how the teacher has rated your performance in English.

## **Change of Class Request**

You cannot transfer from one class to another without a valid reason. English language students should first discuss the change with their teacher and/or Coordinator. If you request to change class, you must complete a Change of Class form and submit it to our Student Services Head Office. This will incur a Change of Processing fee to the sum of \$80.00. Please contact the Student Services Officer to request the change. Approvals are subject to availability.

## **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.

## **Enrolment Cancellation Requests**

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)**

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)

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)

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.

**Note:** 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 <sup>st</sup> variation \$100 2 <sup>nd</sup> 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](mailto: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 a 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>

### **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 Policy and Procedure

### What can a complaint be about?

- The service provided by our Student Services Officers, your class, your level, or your teacher
- 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.

## Complaining to the Commonwealth Ombudsman

In Australia, you have the right to complain. 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>

Note: In order to use the online complaint form, you need to have the Adobe Reader installed. If you do not already have it, you can download the latest Adobe Reader version for free from the Adobe website.

### 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.

### Using an interpreter

If you want to make a complaint in your language you can. Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. AIOE will pay for the interpreter.

If you are deaf, hearing or sight impaired, you can contact us via the National Relay Service. Teletypewriter (TTY) users' phone 133 677 and then ask for 1300 362 072. Speak and Listen users' phone 1300 555 727 and then ask for 1300 362 072.

### Mail

You can write a letter and post it to: Commonwealth Ombudsman

GPO Box 442

Canberra ACT 2601

AUSTRALIA

## Organisations that handle complaints

The Ombudsman	Ph: 92861000
Legal Aid Commission of NSW	Ph: 92195000



Office of Protective Commissioner	Ph: 86882600
Anti-Discrimination Board	Ph: 92685544
Human Rights & Equal Opportunity Commission	Ph: 92849600

## Legislation

When complaining, certain legislation could be referred to, such as:

- Disability Services Act 1993 (NSW State);
- Anti-Discrimination Act 1977 (NSW State);
- Human Rights Commission Act 1981 (Commonwealth);
- Disability Discrimination Act 1992 (Commonwealth); and the
- Racial Discrimination Act 1975 (Commonwealth)

## 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 an 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 an enrolment is likely to influence a student's visa. 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

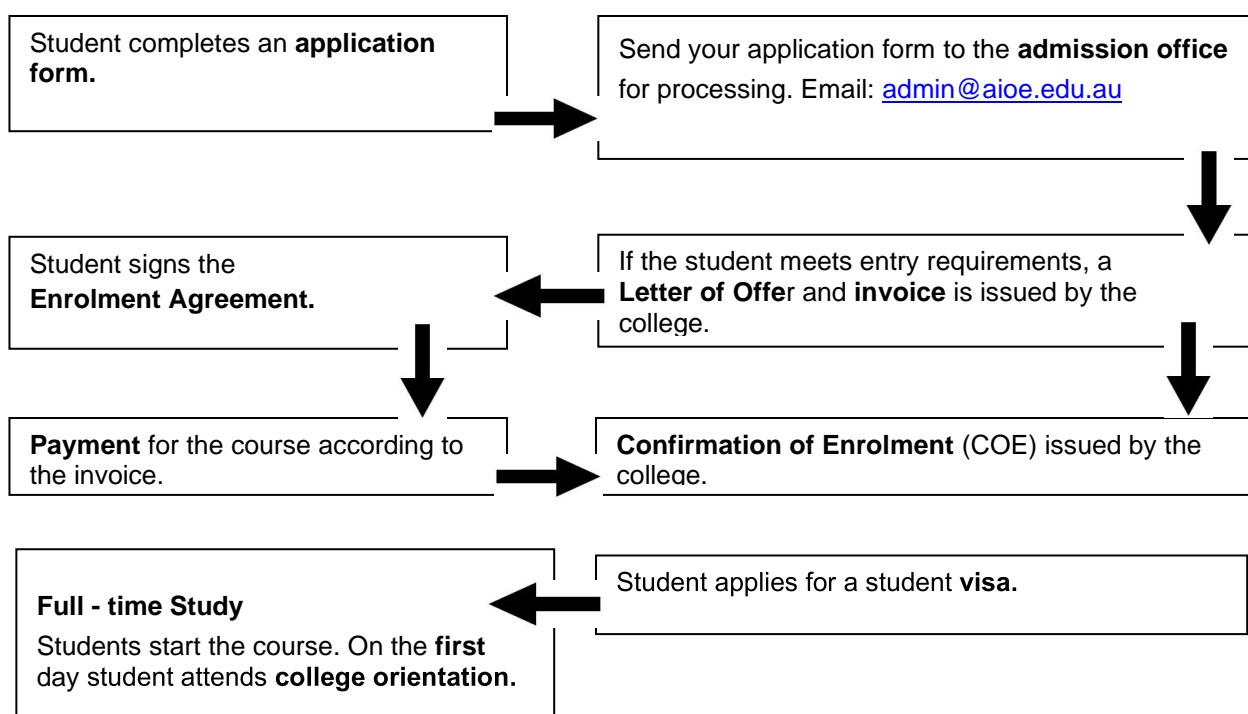
### If your application is APPROVED:

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

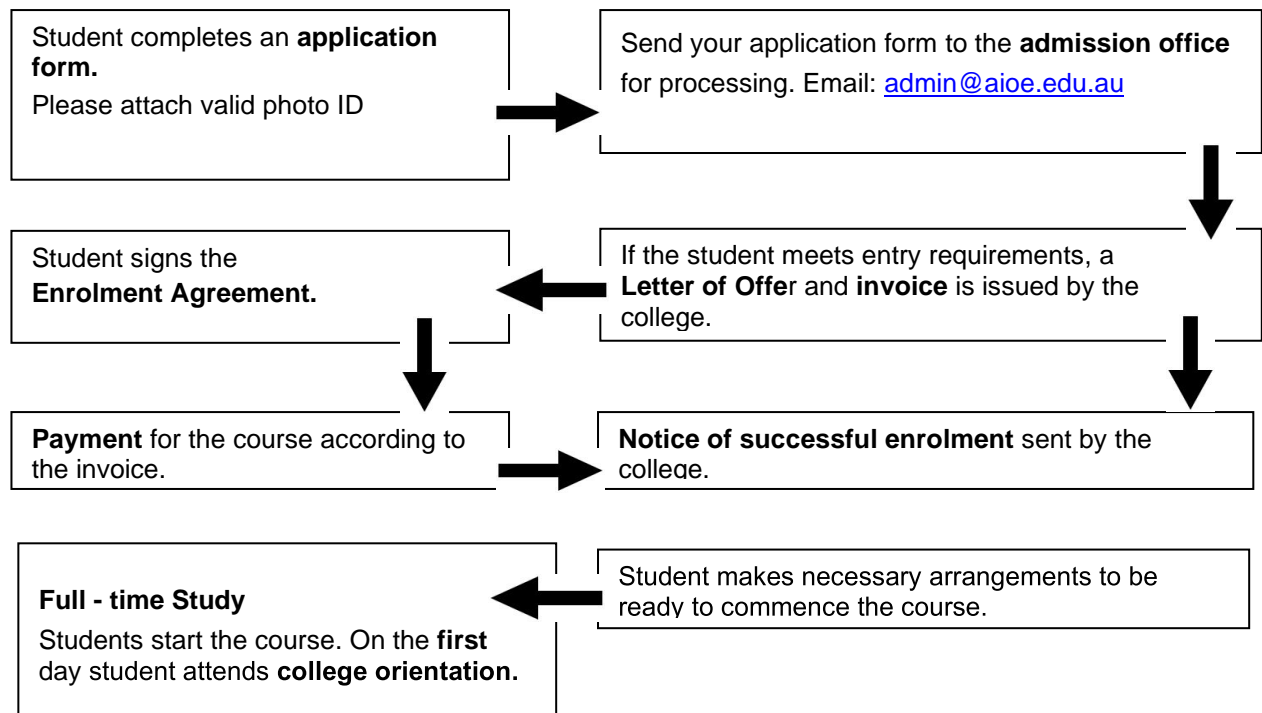
### If your application is DECLINED:

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

## Enrolment Procedure (International Students)



## Enrolment Procedure (Domestic Students)



## 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 Allocation to classes
- Attendance Policy
- Appeals and Complaints
- Changing classes / courses (fees apply)
- Class timetable
- 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
- English Level Placement Test (completed by all students unless English proof was provided)

### 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 an International 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. If a domestic student has not commenced studies or contacted the College by the scheduled commencement date, the enrolment is subject to cancellation. Student are responsible for making necessary arrangements to commence the course within four weeks of the start date. The Orientation day is coordinated by the Student Services Manager and held by the ELICOS Academic Manager.

### Overseas Student Health Cover

All international visitors to Australia under a Student Visa are required by law to have Overseas Student Health Cover (OSHC). Students are covered by the OSHC from the day they arrive in Australia, until the end date of their visa.

On enrolment all international students must pay a fee for health insurance in accordance with the length of their visa.

The College forwards payment and application on behalf of new students to AHM. For policy information please see: [https://ahm.com.au/?ds\\_rl=1233568&gclid=EAlaIqobChMI4e6ExtbMgQMvkqGWCh33FwA SEAAYASAAEgLS5\\_D\\_BwE&gclidsrc=aw.ds](https://ahm.com.au/?ds_rl=1233568&gclid=EAlaIqobChMI4e6ExtbMgQMvkqGWCh33FwA SEAAYASAAEgLS5_D_BwE&gclidsrc=aw.ds)

AHM can take up to 4 weeks to process applications. You will receive an email advising when you can access the AHM website and order your health card online.

If you have any health problems before receiving your card you are still covered. When you go to the doctor and pay for your consultation, you must ask for a receipt. AHM will reimburse your money provided you produce the receipt.

Remember you are covered from the day you arrive in Australia (even though you may not have your card).

### 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 she/he is enrolled.

- Changes the duration of his/her course of study.
- 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

We do not collect sensitive information if the individual has not consented to its collection (unless we are required or permitted to do so by law).

### **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 the 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 unauthorised 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 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 must not bring any food or drink into the computer room You cannot share or rent your account and password

- Keep the room and equipment clean and tidy Be considerate to others
- Report all breakages/malfunions/unauthorised use/tampering Do not try to fix any equipment – refer to college staff

### **Security**

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

### **Student ID Cards**

Students will receive their electronic student ID card within one week after enrolment, provided the Student Services Officer has taken a photo on orientation day. ID cards may be used as proof of identity. Students must always carry their ID cards while on College premises for security reasons.

### **Student Services**

On the first day at College, you will attend an orientation session. It contains detailed information covering the main aspects of your course and living in Sydney.

The Student Services Office can provide follow up help for students:

- Orientation Sessions
- Any documents and correspondence needed i.e. Confirmation of Enrolment Letters, Attendance letters, Certificates, Student tuition fees invoices, etc.
- Student ID cards
- AHM – overseas student health cover information Assist students to apply for Tax File Number
- Students Social Activities program

### **Assessments**

You will be informed of all academic assessment procedures as well as results from those assessments. You have the right to lodge a complaint or appeal about an assessment result.

The College prohibits any form of discrimination towards any group or individual.

### **This includes:**

- Physical, intellectual, or psychiatric disability
- Pregnancy
- Marital status
- Gender
- Physical Illness
- Sexual orientation
- Age
- Race, colour, nationality, ethnic or religious background

## **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.
- English students must attend a minimum of 80% 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.

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](http://www.ato.gov.au).

## Students' Responsibilities

DO	DO NOT
Arrive promptly to all class Participate in all lessons Always speak English 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	Use your mobile (unless the teacher has instructed you to) 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. Smoking and littering in front of the building is prohibited and council rangers visit quite often and fine offenders \$60 to \$100

## Cancellation and Suspension by the College

The College may suspend a student for misconduct, under circumstances where the student has been in breach of the College's rules is in breach of enrolment conditions is assessed as providing a threat to the well-being of other students or staff.

If the suspension of a student's enrolment will result in the student being unable to complete the course within the course duration as specified on the CoE, the student must apply for a course extension using the application for course extension. The student will be advised to check with the nearest DHA office for information about the impact of the extension of the course on the student's visa.

## Cancellation

### The College may cancel the enrolment of a student if the student:

- is in breach of enrolment conditions
- has been in breach of the College's rules
- is assessed by the Principal as providing a threat to the well-being of other students or staff
- has being assessed as behaving in a way such as to constitute serious misconduct
- fails to meet the requirements of the course progress policy
- fails to pay tuition fees
- fails to re-enroll

## Notice of intention to defer, suspend, or cancel enrolment

Where a suspension is initiated by the College, the student will receive a notice of intention to suspend enrolment. In each case, the notice will clearly identify that the student will be given 20 working days to access the College's internal complaints and appeals process. If an appeal is lodged, the College will maintain the student's enrolment until the internal appeals process is complete. The College reserves the right to not provide learning opportunities during this process should it be deemed appropriate.



## **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 attendance?**  
Contact our Student Services Office to confirm whether your attendance rate is satisfactorily. The college will monitor your attendance and notify should you be at risk of not meeting the requirements.
- **I have a lot of work to do and I don't have time for my classes. What should I do?**  
If you hold a student visa, you were informed about the minimum attendance requirements when you applied. As a student visa holder, you must adhere to any conditions of your visa. You must make suitable work arrangements to ensure you can meet the attendance requirements. For more information, refer to the Department of Home Affairs 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](mailto:sso@aioe.edu.au). Failure to communicate reasons for absence could result in Warning letter for low attendance. If you provide evidence for the reason of your absence, it will be logged on your student file.
- **I cannot access my student email inbox platform. What do I do?**  
Notify our Student Services in person on Level 5, or: Email [sso@aioe.edu.au](mailto: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 teacher, the Academic Manager will get involved to discuss your options. They will re-direct you via the Student Services Office to discuss changes to your Study Plan and their recommendation.
- **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**