MESSAGE FROM CEO

Welcome to AITT where students achieve their goals.

We are committed to provide the high quality teaching to students from a diverse range of backgrounds and experiences.

Australian Institute of Technical Training aims to be a catalyst for positive change for the individuals and the communities it serves.

AITT values are: excellence; academic freedom; continuous improvement; ethical behaviour and accountability.

AITT is committed to having a work culture which fosters and supports excellence.

AITT staff members are responsible for its success. Their dedication to our students and to the communities we serve ensure the continued success of AITT.

I wish you well in your academic endeavours.

Gurdeep S Dhillon
Chief Executive Officer / Director of Studies

MESSAGE FROM REGISTRAR

We are very pleased that you have been selected to become a student at Australian Institute of Technical Training.

This Student Handbook provides you with a wide range of helpful information about our courses, staff, general campus information, assessments and all the relevant Policies & Procedures and other important matters relating to your studies. It is advisable to keep it with you for any future references.

Students will find AITT staff willing to help and assist them during their studies. Staff members also take a keen interest in the job placement and careers of graduates.

AITT staff look forward to working with you, helping you with the achievement of your life ambitions and your study goals.

Sandeep Sidhu
Registrar / Director of Marketing

All students will be provided with a full orientation of the Institute facilities and services upon arrival and will receive a copy of this Student Handbook.

Thank you for choosing AITT as your place of study. We hope this student Handbook will be helpful and informative to you.

If you need any further information, please feel free to contact one of our friendly Student Support Team Staff.
AITT STAFF CONTACT DETAILS

Management & Administration

• Mr. Gurdeep S Dhillon
  Chief Executive Officer / Director of Studies
  T +61 3 9939 6959
g.dhillon@aitt.vic.edu.au

• Mr. Sandeep Sidhu
  Registrar / Director of Marketing
  s.sidhu@aitt.vic.edu.au

• Mr. Jaswinder Singh
  Director Human Resources
  j.singh@aitt.vic.edu.au

• Mr. John C. Grech
  Higher Education Manager
  j.grech@aitt.vic.edu.au

Student Support Officers

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karan</td>
<td>03 96201100</td>
<td><a href="mailto:support@aitt.vic.edu.au">support@aitt.vic.edu.au</a></td>
</tr>
<tr>
<td>Anna</td>
<td>03 96201100</td>
<td><a href="mailto:domestic@aitt.vic.edu.au">domestic@aitt.vic.edu.au</a></td>
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<tr>
<td>Bonnie</td>
<td>03 96201100</td>
<td><a href="mailto:accounts@aitt.vic.edu.au">accounts@aitt.vic.edu.au</a></td>
</tr>
<tr>
<td>Divya</td>
<td>03 96201100</td>
<td><a href="mailto:enrol@aitt.vic.edu.au">enrol@aitt.vic.edu.au</a></td>
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<td>Mandy</td>
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<tr>
<td>Meher</td>
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<td><a href="mailto:marketing@aitt.vic.edu.au">marketing@aitt.vic.edu.au</a></td>
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<tr>
<td>Nelisha</td>
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<tr>
<td>Pardeep</td>
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<td><a href="mailto:admin@aitt.vic.edu.au">admin@aitt.vic.edu.au</a></td>
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<tr>
<td>Pratheksa</td>
<td>03 96201100</td>
<td><a href="mailto:helpdesk@aitt.vic.edu.au">helpdesk@aitt.vic.edu.au</a></td>
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<tr>
<td>Rai</td>
<td>03 96201100</td>
<td><a href="mailto:cdo@aitt.vic.edu.au">cdo@aitt.vic.edu.au</a></td>
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<tr>
<td>Sanjaya</td>
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<td><a href="mailto:enrol@aitt.vic.edu.au">enrol@aitt.vic.edu.au</a></td>
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<tr>
<td>Simmie</td>
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<tr>
<td>Tiffany</td>
<td>03 96201100</td>
<td><a href="mailto:admissions@aitt.vic.edu.au">admissions@aitt.vic.edu.au</a></td>
</tr>
<tr>
<td>Waqas</td>
<td>03 96201100</td>
<td><a href="mailto:domestic2@aitt.vic.edu.au">domestic2@aitt.vic.edu.au</a></td>
</tr>
</tbody>
</table>

English Language Support & Development Officer

Amar 03 96201100

Student Welfare Officer

Tony Doss
By Appointment (at no cost to Student)
tony.doss@aitt.vic.edu.au
03 9620 1100

Student Counsellor

David Buckley
By Appointment only (at no cost to Student)
david.buckley@aitt.vic.edu.au

COURSE COORDINATORS

Business and Management

• Management
  - Mr. Ian Parker
  Email Address - dom@aitt.vic.edu.au

• Marketing
  - Miss. Merian Fernando
  Email Address - admkt@aitt.vic.edu.au

• Community Services
  - Mr. Tony Doss
  Email Address - csw@aitt.vic.edu.au

• Field Placement Coordinator
  - Mrs. Nida Khan
  Email Address - placements@aitt.vic.edu.au

• Hairdressing
  - Mrs. Teresa De Fazio
  Email Address - hairdressing@aitt.vic.edu.au

• Printing and Graphics
  - Mr. Sanjaya Khanal
  Email Address - png@aitt.vic.edu.au

• Hospitality
  - Mr. Pardeep Singh
  Email Address - hospitality@aitt.vic.edu.au

• Automotive
  - Mr. Bob Sami
  Email Address - bob.sami@aitt.vic.edu.au

• English (EAL - Further Study)
  - Mrs. Amardeep
  Email Address - eal3@aitt.vic.edu.au
  - Ms. Melinda
  Email Address - eal4@aitt.vic.edu.au

• Aged Care
  - Mrs. Venera Mesic
  Email Address - agedcare@aitt.vic.edu.au

Training Staff
(This is subject to change and additional staff will be employed as required and also the Supervisors during Field Placements)

The address of the Institute is:
Level 3, 475-485 Flinders Lane,
Melbourne, Victoria 3000
AUSTRALIA

Tel (+61 3) 9620 1100
Fax (+61 3) 9620 1122
Email enquiries@aitt.vic.edu.au
aitt.vic.edu.au
OTHER TRAINING LOCATIONS:

**AITT 335 Flinders Ln Campus**

Level 2
335 Flinders Lane
Melbourne VIC 3000

**AITT COMMERCIAL TRAINING KITCHEN**

Ground Floor
475-485 Flinders Lane
Melbourne VIC 3000

**AITT AUTOMOTIVE WORKSHOP**

8B James Street
Clayton South VIC 3169
COURSES OFFERED AT AITT

- **Automotive**
  - AUR30616 Certificate III in Light Vehicle Mechanical Technology
  - AUR40216 Certificate IV in Automotive Mechanical Diagnosis
  - AUR50116 Diploma of Automotive Management

- **Beauty Therapy**
  - SHB50115 Diploma of Beauty Therapy

- **Commercial Cookery**
  - SIT30816 Certificate III in Commercial Cookery
  - SIT40516 Certificate IV in Commercial Cookery

- **Community Services**
  - CHC33015 Certificate III in Individual Support
  - CHC43015 Certificate IV in Ageing Support
  - CHC42015 Certificate IV in Community Services
  - CHC52015 Diploma of Community Services

- **English Courses EAL (Further Study)**
  - 22255VIC Certificate III in EAL (Further Study)
  - 22258VIC Certificate IV in EAL (Further Study)

- **International Business**
  - BSB50815 Diploma of International Business

- **Hairdressing**
  - SHB30416 Certificate III in Hairdressing
  - SHB40216 Certificate IV in Hairdressing
  - SHB50216 Diploma of Salon Management

- **Hospitality Management**
  - SIT50416 Diploma of Hospitality Management
  - SIT60316 Advanced Diploma of Hospitality Management

- **Management**
  - BSB40215 Certificate IV in Business
  - BSB51915 Diploma of Leadership and Management
  - BSB61015 Advanced Diploma of Leadership and Management

- **Marketing & Communication**
  - BSB42415 Certificate IV in Marketing and Communication
  - BSB52415 Diploma of Marketing and Communication
  - BSB61315 Advanced Diploma of Marketing and Communication

- **Massage**
  - HLT42015 Certificate IV in Massage Therapy
  - HLT52015 Diploma of Remedial Massage

- **Printing & Graphic Arts**
  - ICP31415 Certificate III in Print Communications
  - ICP50115 Diploma of Printing and Graphic Arts

COURSE COMMENCEMENT DATES
January, March, April, June, July, September, November*
*(For the detailed information of next commencement date, please contact us admissions@aitt.vic.edu.au)

Please refer to Course Brochures for information regarding Course Duration and Fees
ENTRY REQUIREMENTS

International Students

Age Requirements
AITT has a requirement that all students must be over 18 years of age at the commencement of course.

Academic Requirements
To gain entry to the course, applicants should have successfully completed home country equivalent to an Australian Year 11 or 12 qualification.

For further information refer to the Equivalent Qualifications on the Victorian Curriculum and Assessment Authority (VCAA) website:

English Language Requirements
All International Students applying for courses at AITT must have a minimum English Language proficiency level of one of the below:

You should qualify in ANY ONE (1) of the following:
• IELTS overall band of 5.5 or equivalent;
• TOEFL IBT test score band of 46 equivalent or above;
• PTE Academic band score 42 equivalent or above;
• Cambridge English Advanced (CAE) test score band of 47 equivalent or above;
• OET score band Pass equivalent or above;
• Successful completion of Senior Secondary certificate of education in Australia conducted in medium of English;
• Completion of a full time studies in Australia towards a Certificate III level course or above;
• English as the first language;
• Satisfactory completion of the EAL course OR
• Any other form of test which satisfies the Institution.

Local Students
• Minimum education of Year 11 to Certificate courses and Year 12 for Diploma and Advanced Diploma. Relevant work experience will be acknowledged and taken into consideration.
• Proficient literacy and numeracy skills.
• A satisfactory outcome of interview with authorised AITT Staff or representative.
• Mature age students with relevant experience are welcome to apply.

Entry Requirements of Program
Please refer to individual Course Brochure.

UNIQUE STUDENT IDENTIFIER

From 1 January 2015, students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives student access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all students nationally recognised training records and results from 1 January 2015 onwards. Student results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, students often need to provide their training records and results. One of the main benefits of the USI is that they will have easy access to their training records and results throughout their life.

Student can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

COURSE CONTENTS, MODES OF STUDY AND ASSESSMENT

The study period is defined as a semester. There are 2 study periods in a year each comprising of 20 weeks of teaching.

Class refers to the allocated study hours to an International student which is 20 hours per week.

For each courses delivered at AITT, students are given a timetable that allocates units for each 20 weeks period of teaching. AITT has documented training and assessment strategies for each course. These are continuously reviewed in consultation with industry and improved to ensure that it meets the requirements of the relevant training package or VET accredited courses.

COURSE CREDIT

AITT recognises AQF and VET qualifications and VET statements of attainment issued by any other RTO. Students can apply for course credit/s. AITT will process and give student a record of the course credit/s. Course credit/s may lead to a shortening of a student's course duration.

RECOGNITION OF PRIOR LEARNING

Students having a significant amount of training and/or work experience within the field that is relevant to a course may be eligible for Recognition of Prior Learning (RPL). Students must complete an application form for RPL and attach supporting evidence as required. This evidence must be clearly identifiable, and support the applicant's case for Recognition of Prior Learning by addressing the relationship of evidence with each Unit of Competency.

Application for RPL includes a fee of $200AUD per unit of competency.

For detailed information, refer to AITT’s Course Credit Policy on AITT’s website.

RESPONSIBILITIES OF STUDENTS

• Understand the requirements of a unit of competency in order to be deemed as Competent.
• Seek assistance and advice from trainers in relation to problems in meeting assessment timeframes, extensions, re-submissions and any special considerations such as illness.
- Follow requirements of assessment items and submission guidelines
- Avoid plagiarism, cheating or collusion.
- Accept fair, helpful and timely feedback on assessment items including evaluation of performance and progress in a unit of competency.
- Be aware of Institute’s policy and procedures.
- Abide by Student Code of Conduct.

ASSESSMENT OUTCOME

Assessment Outcome is recorded for each Unit of Competency. In this process, the outcome of each individual assessment item is identified and the overall assessment decision is recorded as either COMPETENT or NOT YET COMPETENT.

Competent [C]
To achieve Competent [C], the student must have satisfactorily completed ALL the assessment items related to a Unit of Competency.

Not Yet Competent [NYC]
Student is Not Yet Competent [NYC] in a Unit of Competency, if one or more assessment items for that Unit of Competency was unsatisfactory.

RE-SUBMISSIONS
Assessment items can be assessment tasks, projects, case study, Written activities or relevant field placement for any unit. Students are given the opportunity to resubmit their assessment items in class. While student have resubmitted their assessment items up to three (3) times and is still unsatisfactory then they will need to be re-assessed. Students must complete a request form for re-assessment. If a student needs to repeat a learning of the unit, then student will be charged accordingly.

RECORDING
Student must use Assessment Cover Sheet and Feedback Form to attach their assessment items before submitting it to the Trainer/Assessor.

Trainer/Assessor must use Assessment Outcome Record Sheet to record the student’s assessment outcome for a Unit of Competency.

AITT Academic Staff use Student Record Management System to enter the student’s assessment outcome.

Students will be able to view their assessment outcome record using Student Record Management System through the Student Portal.

EXTENSIONS
Extensions refer to an extended time-period granted by the Trainer/Assessor for a student to complete an assessment item.

Students who require extension of time to complete an assessment item must seek approval from the Trainer/Assessor in class.

ASSESSMENT APPEALS
If a student is Not Yet Competent (NYC), student may appeal against the decision made on Assessment Outcome. For that, student needs to submit an Appeal Form to the Campus Manager. The process commences within 10 working days of lodgement of appeal.

For more information refer to: AITT Complaints & Appeals Policy & Procedures

PROCEDURE FOR RE-ASSESSMENT
a) Student submits an Appeal Form to the Campus Manager. The process commences within 10 working days of lodgement of appeal.
b) The Campus Manager schedules a meeting with the student.
c) On meeting with the student the Campus Manager negotiates a reasonable time frame for re-assessment.
d) Campus Manager will then allocate a Trainer/Assessor to conduct re-assessment.
e) If a student needs to repeat a unit, the Campus Manager will then allocate a class for a student to come in and study.
f) For more information refer to: AITT Complaints & Appeals Policy & Procedures

PLANNING & CONDUCTING ASSESSMENTS POLICY / PROCEDURE

1) PLANNING:
When planning an assessment activity, the assessor needs to ensure:
- The student is ready for assessment.
- The assessment tools or materials have been trialled with an appropriate sample of people in advance
- Assessment procedures have been ratified with appropriate personnel in the industry / workplace or training organisation where appropriate.
- Reasonable or allowable adjustments have been made to the assessment
- All appropriate personnel are advised of the assessment.

2) PREPARING:
When preparing the student, the assessor needs to ensure:
- The context and purpose of assessment have been agreed with the student
- The student has seen the assessment plan and any other appropriate documentation
- The relevant performance standards have been provided and explained to the candidate
- The assessment procedure and expectations of the student have been clarified and agreed between student and assessor
- Any legal or ethical responsibilities associated with the assessment are explained to the student or other relevant parties
- The appeals process is explained to the student
- Information is conveyed using language and techniques to communicate effectively
- With the student and other relevant parties
- The need for any additional evidence gathering is identified.

3) CONDUCTING:
When conducting the assessment activity, the assessor needs to ensure:
- The assessment is conducted in accordance with the
Facilities at AITT

AITT is centrally located in the heart of Melbourne city right in the vicinity of the Melbourne icons, the Flinders Street Station and St Paul Cathedral. Melbourne is a great place to live and study. Melbourne has been consistently ranked as 'The world's most liveable city' by the economist intelligence unit (UK). In 2000 Melbourne was accredited as a 'Safe Community' by the world health organization – the first Australian capital city to achieve this standing. Melbourne's residents represent 140 nationalities and speak 151 languages. Thirty per cent of Melbourne's population was born overseas and Melbourne has the largest population of International students in the country. AITT is conveniently located to the public transport; major Local Train/Train stops are door steps away.

There are banks, cafes, restaurants, food courts, parks, libraries, nightclubs, cinemas, shopping arcades, news agencies, supermarkets, travel agencies and a lot more in the close proximity of the Institute.

Students have access to modern computer lab to facilitate their learning outcomes. The learning and assessment resources are designed to meet specific learners needs and standards expected by the industry.

AITT has spacious classrooms fully equipped with the latest technologies including data projectors, overhead projectors, etc and a library.

Students are provided a caring supportive environment by our multilingual and multicultural staff. Our staff is always willing to offer their support and advice to students to assist them with their personal problems.

The academic staffs is always there to help the students with complete academic support by providing help with academic work i.e. working on assessment items, making presentations, communication and research techniques.

PRACTICAL FIELD PLACEMENTS

For some courses, AITT will be organising the student placement after consultations and agreements with individual students and Trainer/Assessors and relevant organisations.

It is the responsibility of the student to attend to the allocated Practical Placements. Failure to attend can affect their course progress.

For details, see the Student Field Placement Handbook.

FEES AND REFUNDS

Course Fees payable by a student is listed in the Enrolment Acceptance Agreement which needs to be agreed and signed by student before formalising their enrolment. Enrolment Acceptance Agreement also includes conditions for refunds.

For details, see the Refund Policy.

REFUND POLICY

This policy/procedure supports 'Standard 3' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

'Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.'
Following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to the Student Administrations.

All ‘refunds’ are to be signed off by the Student Administrations and applications to be processed within 14 days of the application being received.

Procedure

All refund information is available to students through the enrolment process and is included on the ‘Enrolment Acceptance Agreement’ which the student sign prior to acceptance into a course of study with AITT and money accepted from a student.

Refunds due to non delivery of course by AITT

Please note that Government Legislation requires tuition fees and application fees to be refunded in full if:
- The course does not start at the agreed starting date which is notified in the Offer of Enrolment.
- The course stops being provided after it starts and before it is completed.
- The course is not provided fully to the student because the college has a sanction imposed by a government authority.
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act. Refunds under the above conditions will be paid in full to the student within 14 days.

AITT may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, AITT will not be liable to refund the money owed for the original enrolment.

Refunds based upon student application

All applications for refund must be made in writing by way of the ‘Application for Refund’ form and submitted to the Student Administration.

Please note: where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable and the current semester fee will still be payable.

The assessment of refund applications shall be granted as indicated in the table:

<table>
<thead>
<tr>
<th>Student Default Circumstances</th>
<th>Calculation of Refund</th>
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</thead>
<tbody>
<tr>
<td>Student fails to start a course due to visa refusal (before course commencement)</td>
<td>AITT will retain on the account of administrative cost: either 5% of the course fees (Tuition fees + Non-tuition fees) received by AITT in respect of the student; or $500; whichever is less.</td>
</tr>
<tr>
<td>Student's visa refused after he/she has already commenced the course</td>
<td>AITT will retain weekly tuition fees for part of the course that has already been delivered to the student before the day student’s visa got refused; Non-tuition fees are non-refundable.</td>
</tr>
<tr>
<td>Student's withdrawal in at least 10 weeks prior to agreed start date</td>
<td>AITT will retain on the account of administrative cost: 10% of the semester fees received by AITT in respect of the student. Non-tuition fees are non-refundable.</td>
</tr>
<tr>
<td>Student's withdrawal in at least 4 weeks prior to agreed start date</td>
<td>AITT will retain on the account of administrative cost: 50% of the semester fees received by AITT in respect of the student. Non-tuition fees are non-refundable.</td>
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</table>

**Definition of terms used in Refund Table above:**

- **Course fees**: The total amount of fees including pre-paid tuition fees and non-tuition fees.
- **Weekly tuition fees**: A daily tuition fee is calculated outcome of total tuition fees for the course divided by number of calendar days in the course. Then, to get weekly tuition fees simply multiply the outcome by 7.
- **Non-tuition fees**: Enrolment fee; Fees to cover text books or uniforms, which student use while they study the course.
- **Semester fees**: A Semester is study period comprised of 18 to 20 weeks of teaching. Tuition fees are charged in full for each semester and must be paid according to the Enrolment Acceptance Agreement.

**Enrolment Fee- Non-Refundable**

**Appealing Refund Decisions**

- Refer to the Complaints & Appeals Procedure from the AITT Website or from the AITT Student Administrations department if you wish to appeal the Refund Policy.

- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia’s consumer protection laws.

AITT’s complaints and appeals resolution processes do not remove the student’s right to pursue other legal remedies where they feel necessary.

**Further information relating to fees and refunds**

- The AITT reserves the right to withhold any Certification of qualifications achieved by the student, if student fees remain outstanding.
Tuition Protection Scheme
Refer to https://tps.gov.au for detailed information.

- Refer to Appendix A-
Under the Tuition Protection Service (TPS) framework, all providers have a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. This is the first layer of tuition protection for students. One of the main objectives of the TPS is to ensure that the placement and refund processes for students are quick and streamlined. The default notification requirements are to ensure students are looked after following a default in a timely way.

Provider default – Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:
• the provider fails to start providing the course to the student at the location on the agreed starting day; or
• after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Note: Section 46A sets out further rules prescribing when a provider defaults.
Under section 46B of the ESOS Act, AITT will notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. Under section 46B AITT will also notify students in relation to whom the default is happened. Under section 46D of the ESOS Act, AITT will satisfy its tuition protection obligations to students within 14 days after the day of the default (the provider obligation period) to satisfy your tuition protection obligations to the student as set out in the section. This may include placing students who are referred to the TPS in a suitable alternative course.

Student default - Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:
• the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
• the student withdraws from the course at the location (either before or after the agreed starting day); or
• the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
  • the student failed to pay an amount payable to the provider for the course;
  • the student breached a condition of his/her student visa;
  • misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A(3)).
Note: Subsection 47A(2) - A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i).
Under section 47C of the ESOS Act, AITT will notify the Secretary and the TPS Director of the default within 5 business days of the default occurring.

Provider Obligation Period - If a student or intending student defaults AITT will provide a refund in accordance with the requirements under either section 47D or 47E of the ESOS Act, depending on which section applies to the circumstances of the default situation.

DEFERRING, SUSPENDING OR CANCELLING AN ENROLMENT

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances outlined in the policy.

1. Policy
This policy/procedure supports 'Standard 13 – Deferring, suspending or cancelling the student's enrolment' of the ‘National Code of Practice 2007 ‘Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.’

2. Policy Statement
AITT will only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstance.

3. Key Requirements
• AITT will inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.
• Where AITT decides to initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access the AITT's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
• If the student appeals the decision to defer, suspend or cancel his or her studies using AITT’s complaints and appeals form, AITT will not notify Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.
• AITT will inform the Department of Education and Department of Immigration and Border Protection (DIBP), via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.
• For the purposes of this policy –

Compassionate or compelling circumstances include but are not limited to:
• Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes or unfit for regular occupation;
• Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
• Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
• A traumatic experience which could include involvement in, or witnessing of a serious accident; or 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)

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Level 3, 475-485 Flinders Lane, Melbourne, Victoria 3000 AUSTRALIA Tel (+61 3) 96201100
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Note:

- The above are only some of examples of what may be considered compassionate or compelling circumstances. The Director of Studies will use his professional judgment and to assess each case on its individual merits. When assessing the existence of compassionate or compelling circumstances, AITT will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

- All students’ requests for deferment / suspension / cancellation must be made using "Application to Defer, Suspend or Cancel enrolment form". Only forms completely filled and forwarded along with the supporting documents to the administration department will be processed.

4. Procedure
4.1. Student Initiated Deferral, Suspension or Cancellation of Enrolment

Student Deferral
- A student wishing to defer his / her enrolment must do so prior to the commencement of the course only. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administrations Department.
- Students may apply for deferment in compassionate or compelling circumstances or where there is delay in granting of student visa from DIBP.
- All applications for deferment and relevant documentation will be kept on the students file and Department of Education and DIBP shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request.

Student Suspension
- Students who would like to suspend their studies must first speak to a staff member in the Student Administration to gain an application form and to ensure they understand the implications of suspension of enrolment.
- An 'application to defer, suspend or cancel enrolment' form must be completed which will need to be approved by the Director of Studies. This application must include in detail the 'compassionate or compelling circumstances'.
- Where a suspension of enrolment is granted, the AITT will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student will be required to re-apply once the initial suspension period has expired.
- Students are to be informed in writing of the outcome of their application for suspension and informed that it may affect their student visa status.
- All application documentation for the suspension will be kept on the students file and Department of Education and DIBP shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.
- Student has 20 working days to access the AITT's appeal process if they are not satisfied with the AITT's assessment of their application.

Student Cancellation
- Students wishing to cancel their enrolment must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administrations Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a valid letter of offer from an alternative provider. This is required under Standard 7 of the National Code and AITT’s ‘Transfer of students between Providers Policy and Procedure’.
- All application documentation for the cancellation will be kept on the student's file and Department of Education and DIBP shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.

2.2 Provider Initiated Deferral, Suspension or Cancellation of Enrolment

Provider Deferral/ Provider Default
- The AITT may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the AITT deems necessary to cancel the course. Also read relevant information under Refund policy and procedure.

Provider Suspension
- The AITT has the ability to suspend a student's enrolment on the grounds of misbehaviour or in any breach of Student Code of Conduct. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

Academic Misconduct
- The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the AITT:
  - Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study.
  - Students must not use another person's concepts, results or conclusions and pass them off as their own.
  - In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
  - Students must not ask another person to produce an assessable item for them.

Other assessment tasks
- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study.
- Students must not use another person's concepts, results or conclusions and pass them off as their own.
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals an AITT's property or the property of others; alters/defaces the AITT documents or records; prejudices the good name of the AITT, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes.
and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;
- prejudices the good name or reputation of the AITT;
- prejudices the good order and governance of the AITT or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the AITT;
- fails to comply with conditions agreed in the contract;
- wilfully disobeys or disregards any lawful order or direction from AITT personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of the AITT;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the AITT, or on AITT premises or other premises to which the student has access as a student of the AITT;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the AITT;
- knowingly makes any false or misleading representation about things that concern the student as a student of the AITT or breaches any of AITT rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the AITT, or any other person while the student is engaged in study or other activity as an COLLEGE student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of the AITT;
- misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the AITT premises while acting as an the AITT student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of the AITT or for which the AITT is responsible; or
- is guilty of any improper conduct.

• Where a student has been identified of Academic or General Misconduct the Director of Studies shall be informed and will make a decision on the penalty and the severity of the penalty. The Director of Studies may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

• Where a student has been identified with Academic or General Misconduct the AITT shall ensure the following:
  - Students must be treated fairly, with dignity and with due regard to their privacy
  - Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the Director of Studies to have so behaved.
  - Past misconduct is not taken as evidence that a student has behaved in the same manner again.

Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

- Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.
- Student has 20 working days to appeal AITT's decision of suspending the enrolment due to misbehaviour
- The penalties which may be imposed by Director of Studies are:
  - Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC in the unit, or suspension of enrolment
  - A charge for any costs that the general misconduct may have caused
  - Temporary exclusion from the AITT in the form of suspending enrolment for a period of time.
- DIBP’s policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).
- Where the severity of misconduct is severe, the Director of Studies may decide to cancel the enrolment

Note: Students are advised to contact Department of Immigration and Border Protection (DIBP) immediately to work out their obligations and further visa related alternatives.

Provider Cancellation
In some cases where the student’s misconduct is severe, the AITT has the right to cancel the enrolment. Where the Director of Studies has decided the misconduct is severe enough for cancellation, the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of the AITT to cancel the student’s enrolment along with the grounds of decision
- They must be informed about their right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification
- Students must also be informed that the AITT will inform the student of its intention to notify Department of Education and DIBP via PRISMS of the change of enrolment status

2.3 Recording and reporting deferments, suspension or cancellation of enrolments

- All applications of deferment and outcomes are to be kept on the students file.
- All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.
- Any decisions to initiate or to suspend, or to issue an enrolment must be reported to Department of Education and DIBP via PRISMS.
- Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
- All students are to be given the opportunity to access the complaints and appeals procedure before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge an appeal.
- Where a student decides to access this procedure within 20 working days of notification, the AITT must wait until the process has finished before going ahead with the reporting of the student’s enrolment changes via PRISMS.
Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by the AITT to defer, suspend or cancel their studies and the AITT will not notify Department of Education and DIBP via PRISMS of a change to the enrolment status until the internal complaints and appeals process is completed.

Under standard 13 of the National Code of Practice registered providers may only enable students to defer through formal agreement in limited circumstances. These circumstances are limited to either misbehaviour by the student, or compassionate or compelling circumstances (for example serious injury or illness with a medical certificate stating the student cannot attend classes or compelling personal circumstances such as the death of close family member that might require the student to return home for a agreed period of time.

Amendments to DIBP legislation (formerly Department of Immigration and Citizenship) on 27th March 2010 give DIBP discretionary power to cancel a student visa where an education provider defers or suspends the studies of a student visa holder because of:

- The student's conduct or
- The basis of fraudulent/ misleading evidence relating to the deferral, or
- Reasons other than genuine compassionate or compelling circumstances, or
- Where these circumstances have ceased to exist.

A student who ceases to attending a course or does not return from leave, and is not contactable by the provider, has "inactively" advised the provider of his/ her failure to continue studying.

Student Initiated Deferral

If the student transfer or cancel his/ her enrolment, provider should remind the student that if he/ she has not maintained satisfactory course progress up to the time of the transfer or cancellation, the process of reporting the student to the Department of Immigration and Border Protection (DIBP) will continue, even though the student is no longer officially enrolled with the provider.

A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administrations Department.

Student Initiated Suspension

The AITT is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - 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)

- where the AITT is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students will be required to complete an Application to defer, suspend or cancel enrolment' in and submit to the Student Administrations Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (i.e. a medical certificate or police report, etc.)

**ESOS Regulation serving overseas students in Australia**

Australia has a reputation as a safe, progressive and dynamic place to study; and we maintain this reputation by providing quality education and consumer protection specifically developed for overseas students.

The Education Services for Overseas Students (ESOS) Act 2000 and associated legislation is the legal framework governing the responsibility of education institutions towards overseas students.

**ESOS Act and complementary legislation**

The ESOS legislative framework comprises:

- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code)
- Education Services for Overseas Students (Registration Charges) Act 1997
- ESOS Assurance Fund Act
- Tuition Protection Service (TPS) framework

Australia has a federal system of Government – one federal government and eight state and territory governments. The ESOS framework is administered by both levels of government. The result is a nationally consistent, high quality education and training system.

Legislation benefits everyone.

The ESOS laws benefit two particular groups:

1. It protects overseas students coming to Australia on student visas. It does not cover overseas students on other kinds of visas, nor does it cover students studying at Australian institutions based in other countries.
2. It sets out clear roles and responsibilities for education institutions wanting to teach overseas students.

**DESCRIPTION OF ESOS FRAMEWORK**

*The ESOS Framework*

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works:


- See Appendix B-
STUDENT SERVICES

Student Support including Welfare and Guidance Services.
The counselling & support facility provided by AITT is at no cost to the student.

AITT provides a range of services to support students during their studies and time at the college. The Admissions Department offers personal and friendly assistance to students in many areas including an orientation program that assists students to settle into Australian life and their studies at AITT.

STUDENT SUPPORT SERVICES

Being an international student is exciting, but it can also be challenging. We have a designated Student Support Officer who can be approached to gain advice on academic and personal issues. The Student Support Officer offers professional and confidential advice in areas where they can help. The counselling and support facility provided by AITT is at NO COST to the student. They can also provide links to external sources of support where the AITT is not qualified. AITT provides free referral in case student is referred to use external support services.

LEARNING RESOURCES

The AITT library is stocked with over 300 books plus magazine subscriptions. A library borrowing/return system is in place. If you have any problems using the library, please contact a Student Support Office for assistance.

The computers are equipped to produce learning materials in alternate formats such as large prints and also equipped to support some disability services.

IT SUPPORT

- Do you have computer problems?
- Need help getting access to Student portal?
- Need advice or want to troubleshoot a computer problem?

Disability Service

AITT is committed to providing equal access to learning opportunities for any students with a disability and ensuring that reasonable adjustments are made through consultation and negotiation.

You can contact the AITT Staff for advice and assistance. It is important to make contact early so arrangements are put in place as soon as possible. Documentary evidence of disability may be required to support your request for assistance.

The AITT staff will consult and negotiate an individualised Learning Support Plan with eligible students outlining reasonable adjustments. It will be periodically reviewed to help students take part in their studies as effectively and independently as possible. The services provided will vary according to the needs of each student and the course requirements.

Examples of services include:

- liaison with teachers
- alternative formatting of class materials
- assessment accommodations
- access to software and technology that enhances learning
- learning support in or out of class
- referral to other support services, e.g. counselling and welfare
- Referral to Interpreters

STUDY SUPPORT AND LLN

AITT assess LLN for each student in order to ensure maximum learning outcomes. It is not an entry requirement but assists AITT in recognising students’ need. With the provision of free English support classes available, we strongly advise each student to participate in LLN assessment. Formal tests are very intimidating for students. AITT use less formal means of assessing the LLN needs of students at pre entry. It is considered an accurate assessment of student’s current LLN skills is more likely if they are relaxed and responsive to the assessment.

Where administrative staffs are unsure of students LLN skills, they direct student for an informal interview with ESL / English Language support trainer. Enrolment is then finalised based on ESL trainer's recommendation.

Note: Student can attend English Language support classes for FREE OF COST for the completion duration of their enrolment.

Workshops programs are run throughout the year to help students succeed in their studies. Areas include: assisting with transition into studying at AITT with Orientation Program, study skills through English Language Support Programs, personal development, support, and skill development.
CRITICAL INCIDENT POLICY/PROCEDURE

1. Policy
This policy/procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

"The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken." This procedure ensures that any critical incident that occurs is documented, reported and action taken by the AITT where required.

2. Definitions
A Critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Such Critical Incidents are not limited to but may include:
- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

3. Background
There is a need to have a clearly articulated procedure that is widely known so that when a staff member becomes aware of a critical situation involving a student(s), they can alert the necessary person(s). This will minimise the risk of independent action and assist in ensuring that each case is managed effectively and compassionately. It will also protect the institution from conflict or ill will with those involved, including the family of the student, and emergency services. The response needs to be timely and professional, and also as personal and sincere as possible.

Critical incidents may include arrest; being the victim of crime; death; emergency medical evacuation; hospitalisation; mental illness; sexual assault; and reporting of missing persons who are students. The incident may vary in terms of the scale of the emergency and the level of media interest. Some international students may have special needs because they will not have close family available to offer support and the AITT would want to try to assist in these cases. This procedure addresses issues from the perspective of students resident in Australia.

4. Key Roles and Steps
AITT Administration plays a pivotal role, and may be the first point of contact. Director of Studies is responsible for disseminating the information to appropriate people within AITT and responding to any special needs that might emerge.

5. Recommended Procedure: Critical Incident Involving a Student

1. In the event of death, serious injury or illness, arrest or other serious incident involving a student of the AITT, the Police or other emergency service contacts the AITT Admin Staff. Or, when the situation is first identified by (or referred to) the AITT Administration, he/she contacts the relevant emergency service.

2. Administration staff has access to student records for verification purposes in order to assist emergency services. Particulars of home address are to be provided only in cases where the individual is incapacitated and unable to provide these particulars themselves.

3. Admin Staff immediately alerts the Director of Studies and the CEO / Director of Studies.

4. Contact Person
During Office Hours
Mr. Gurdeep Dhillon (Director of Studies) – T: 9620 1100

After Hours
Mr. Gurdeep Dhillon (Director of Studies)
M: 0448 000 001
E: ceo@aitt.vic.edu.au

It is the responsibility of these officers to judge whether the circumstances are such as to warrant any further immediate action.

5. After receiving the notification, Director of Studies (or designated officer) will assess the situation and organise any additional support required. This may involve liaison with:

5.1 CEO / Director of Studies
5.2 Student Welfare Officer & Student Counsellor

Depending on the scale and nature of the event, responsibility for managing the situation might be transferred to another officer within the AITT.

6. All internal communication is to be channelled through the Director of Studies. Only CEO can deliver any information to media.

7. Any direct contact with the family / next of kin in an official capacity is to be established by the Director of Studies.
8. Preliminary Action by the Director of Studies:

8.1 Access student record to verify details, including contact information
8.2 Gather background details of the incident from the informing source if possible and appropriate
8.3 Confirm with the Admin staff that either Police or Emergency Service (as indicated) has been in contact with next of kin/family
8.4 Where circumstances are considered to have some public relation implications, the Director of Studies is to be briefed by the Student Administration.
8.5 The Director of Studies will provide timely advice to the following (as indicated):
   8.5.1 Chaplain
   8.5.2 Counselling Centre
   8.5.3 Campus Manager
   8.5.4 Chief Executive Officer
   8.5.5 Relevant Trainer
   8.5.6 Students’ Representative Council, Welfare Officer
   8.5.7 Admin Staff, if notification is not through that channel.
   8.5.8 Library (for action regarding any loans)
   8.5.9 Consulate/Embassy in case of international student (as they often provide support such as travel for the family).

9. Recommended Procedure - Missing Persons

Parents or other family members of a student or recent graduate may contact the AITT to report that student or graduate as missing. These enquiries should be referred to the Director of Studies immediately.

In the first instance, the relative should be referred to Police. However, there are circumstances where the family may be reluctant to pursue that option and if so, the following charitable organisations may be a suitable alternative (Depending on the advice provided by the family, you may wish to check with Student Services to ascertain whether they have had any contact with the student and have current contact with them, through which a message maybe passed. If a current student address is on the system, you may offer to send a letter on behalf of or from the family to that address or to call phone contact numbers on the student’s record. Generally, you must be very aware of the privacy constraints in passing any information to the family).

Salvation Army - Phone (61 2) 9211 0277
The Salvation Army have a family tracing service, however, due to their international protocol they will not initiate the enquiry in Australia. The relatives have to contact the Salvation Army in their home country (they operate in 100 countries) and they in turn contact Australia. This applies even if the family have arrived in Australia to look for their relative. If the Salvation Army finds the “missing” person they in turn ask them to let their family know they are all right.

Mission Australia
24 Hours Support Line - Free call 1800 227 772
This is a Family and Friends of Missing Persons support line. They offer support and a referral service.

10. Ongoing Liaison

The Director of Studies, will take responsibility for managing the case including, where necessary, liaison with:
   10.1 Police
   10.2 Medical Services
   10.3 Director of Studies
   10.4 Family - ongoing contact (assist with travel and accommodation, as necessary)
   10.5 Chief Executive Officer - for information, and where an ex gratia payment is made to assist with travel and accommodation.

11. Concluding Steps (initiated by Director of Studies)

In the event of a student death:

11.1 An appropriate person, who has had some relationship or contact with the student, is to compose a letter conveying condolences. The relevant Course Trainer will be consulted to assist in identifying someone who was familiar with the student. Where the student was a resident, the friends will also be invited to make an input. The Director of Studies will recommend whether the Chief Executive Officer or another senior person, such as a Director of Studies, should sign the letter of condolence. The final decision will depend on the circumstances.

11.2 Adjust Student Information System details (refunding fees as entitled) and advise Finance, Library and Information Technology Service (cancellation of email services).

11.3 Ensure that any personal effects are returned to the next of kin. For international students bank accounts may need to be closed, and any other personal property disposed of, in consultation with the family.

12. Follow up & Review of Critical Incident

Where a critical incident has occurred and reported to Department of Education and DIBP, AITT will conduct a follow up and review of the specific critical incident. This follow up and review will involve those members initially involved in the action plan meeting and will ensure:

12.1 Any required follow up such as de-briefing; counselling and prevention strategies have been completed.
12.2 All staff and students involved in the incident have been informed of all outcomes from the incident
12.3 Any recommendation arising as an outcome to the critical incident is documented and included in the continuous improvement submissions and to be included in the agenda list for next management meeting
12.4 Any further follow up required is documented in involved student’s file and responsibilities allocated to appropriate staff

The following support services are to be available and accessible for all students studying with the AITT.

The AITT will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the AITT at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the AITT.

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students’ progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.
A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at the AITT at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

**Personal / Social issues**
There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised. AITT has a designated student welfare counsellor who is available on campus and by appointment for students at no extra cost. The details are as below:

<table>
<thead>
<tr>
<th>Services Available</th>
<th>Name</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Welfare Officer / Counsellor</td>
<td>Tony Doss</td>
<td>9620 1100</td>
</tr>
</tbody>
</table>

**COMPLAINTS AND APPEALS**

Students have access to the AITT complaints and appeals process. This allows for a fair and equitable process to be implemented for any grievance or complaint against the AITT in its assessment process, decisions relating to academic or attendance records, and any other concern students may have.

- AITT provides each complainant or appellant an opportunity to formally present his or her case at no cost to him or herself

- Students are encouraged to discuss their issues with any member of the AITT's student support team. AITT staff will endeavour to address the complaint or appeal raised in appropriate manner informally

- Students / clients unsatisfied with the informal process are encouraged to lodge the complaint or appeal formally using AITT's complaints and Appeals Form. This form can be accessed from the student display/ notice board, reception or via AITT's website (www.aitt.vic.edu.au)

- Where possible all non-formal attempts shall be made to resolve the complaints. This may include advice, discussions, and general mediation in relation to the issue and the student's complaint. Any staff can be involved in this informal process to resolve issues but student support team is the preferred contact for students.

**2. Complaints Procedure**

**Informal Process**

Where possible all non-formal attempts shall be made to resolve the complaints. This may include advice, discussions, and general mediation in relation to the issue and the student's complaint. Any staff can be involved in this informal process to resolve issues but student support team is the preferred contact for students.

**Formal Process**

Students who are not satisfied with the outcome of informal handling of their complaints may use the formal approach by using the AITT's complaints and Appeals Form. This form can be accessed from the student display/ notice board, reception or via AITT's website (www.aitt.vic.edu.au).

**2.1 General Complaints**

- All complaints or appeals should be submitted at the reception. Reception staff will deal with the complaints in the first instance and will ensure that all the fields of the Complaint and Appeals Form are properly filled by the complainant. This include the following information:
  - Submission date
  - Name of complainant / Appellant
  - Details of complaint / appeal
  - Attachments (if applicable)

- Details of the complaint will be entered into the 'Complaints and Appeals logbook' by the reception/administration staffs which is monitored by the Director of Studies regularly. The information to be contained and updated within the register is as follows:
  - Submission date of complaint
  - Name of complainant / Appellant
  - Description of complaint / appeal
  - Determined Resolution; and
  - Date of Resolution.

- The Director of Studies shall then refer the matter to the appropriate staff to resolve and ensure that the resolution process begins within 10 working days from the date of receipt of the complaints and appeals form. AITT will endeavour to conclude the process within the reasonable timeframe.

- Once the process is completed, the Director of Studies shall then inform the appellant of any decisions or outcomes concluded in writing and the reasons for the outcome at its earliest.

- Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals logbook' and a copy is kept in student's file.

- The notification letter of the outcome shall also state that students have the right to access AITT's appeal procedure if they are not satisfied with the outcome of their complaint

- If a student is dissatisfied with AITT's decision, he or she can use AITT's appeals process using the Complaints and Appeals form

**3 Appeals Process**

**3.1 Internal Appeals**

All students have the right to appeal decisions made by the AITT staff members. Appeals may arise of many sources including decisions made on:
- Assessments
- Reported breaches of academic performance
- Deferral, suspension, or cancellation decisions made in relation to study
3.1.3 Appealing deferrals, suspension or cancellation of enrolment decisions
-Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment, they are required to lodge the Complaints and Appeals form outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.

- The appeal shall be lodged this with the reception / student administration department and the appeal shall be entered into the 'Complaints and Appeals logbook'.

- The 'Director of Studies' will be notified and will seek details regarding the initial documentation of the decision and make a decision based on the grounds of the appeal.

- The student shall be notified in writing of the outcome and the 'complaints and appeals logbook' updated.

- Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, the AITT will not update the student's status via PRISMS and will maintain the enrolment until the appeals process is completed.

3.2 External Appeals
- If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, student may wish to access an external independent third party mediator. Where this is the case, the matter shall be referred to the following person / organisation at no cost to the student:

Dispute Settlement Centre Victoria
4/456 Lonsdale St, Melbourne VIC 3000
Tel: 03 9603 8370, 1800 658 528
(toll free for regional callers)
Email: dscv@justice.vic.gov.au
OR
Overseas Students Ombudsman
(For international students only)

If students wish to lodge an external appeal or complain about this decision, they can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Email: overseas.students@ombudsman.gov.au
Call: 1300 362 072* within Australia.
Outside Australia call +61 2 6276 0111.
Enquiries 9am to 5pm Monday to Friday (AEDT)
Fax: 02 6276 0123 within Australia.
Outside Australia +61 2 6276 0123.
Postal: GPO Box 442 Canberra ACT 2601.

- Student may request AITT to assist with the external appeal lodgement. AITT will ensure that the appeal is lodged within 3 working days of receiving the written request from the student.
- The decision of this independent mediator is final and any...
further action the student wishes to take is outside the AITT's policies and procedures. The student shall be referred to the government agencies such as Department of Education and DIBP and this information can be gained from the 'Director of Studies'.

4 Implementation
• Where a decision or outcome is in favour of the student, the AITT will immediately implement the decision.

Note:
The student can contact Department of Education through the ESOS mailbox esosmailbox@deewr.gov.au or through the ESOS helpline (02) 6240 5069 at any point, including after he or she has exhausted the provider’s internal appeals process and the external appeals process
• AITT’s complaints and appeals policy does not inhibit student’s rights to pursue other legal remedies at any point during or after the implementation of procedure.
• Student can also contact International Student Care Service (ISCS). ISCS provides vital support to international students experiencing difficulties during their studies in Victoria. It provides friendly and professional advice, information, support and referral to local services and community resources.

International Student Care Service
Level 1, 19-21 Argyle Place South Carlton
Victoria 3053
info@iscs.vic.gov.au
multicultural.vic.gov.au/iscs
Free Call: 1800 056 449

STUDENT REQUIREMENTS

Academic Progress
Students are required to maintain satisfactory academic progress as a condition of their visa. This progress is monitored by the AITT staff and support and guidance will be given where progress is not being achieved. Where a student does not successfully complete the 50% of units undertaken in two consecutive semesters shall be considered in breach of this academic progress requirement and the AITT is obliged to notify DIBP. Where this occurs a student’s visa status may be affected.

INTERNATIONAL STUDENT ACADEMIC PROGRESS
Policy and Procedure

1. Policy
This policy/procedure supports ‘Standard 10 – Monitoring Course Progress’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’

The following procedures will ensure that all students’ academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in. This required academic progress is identified by the number of units assessed as ‘Competent’ within one study period – that is, a student must be deemed ‘Competent’ in at least 50% of the total number of units assessed throughout a study period.

A student who does not achieve this 50% competency rate for two consecutive study periods shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:
• Notified when close to falling below the required academic performance for a single study period
• 1st Warning when falling below the required academic performance for single study period
• 2nd Warning when close to not achieving the required academic performance for a consecutive study period

Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the Department of Education and Department of Immigration & Border Protection (DIBP) via PRISMS.

It allows for early detection of poor academic results and enables the AITT and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to Department of Education and DIBP via PRISMS.

All staff is made aware of the requirements of this policy through regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

2. Procedure
2.1 Recording Student Academic performance
The student’s academic performance shall be recorded using the ‘Student Academic Record Sheet’. This spreadsheet will calculate the projected academic progress for the study period, based on the total number of units that are required to be assessed and the outcome of these assessments.

All students shall be deemed ‘Competent (C)’ or ‘Not Yet Competent (NYC)’ for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using the AITT's assessment tools/ methods and recording processes as required. All academic results are entered in to the Students Records Management System by the Student Administration department.

It is the responsibility of the Student Administration department to ensure that the ‘Student Academic Record Sheet’ is also updated after each assessment is completed and recorded.

2.2 Monitoring Student Academic Performance
The Student Administration Staff will monitor student academic performance via the ‘Student Academic Performance Record Sheet’ and report any issues, as outlined below, to the Director of Studies:

a. The student has been deemed ‘not yet competent’ in 50% or more of the units attempted in any one study period, or
b. Current course load will prevent the student from completing the course within the expected duration as specified on the student’s CoE.

c. Where a trainer/ assessor identifies that student is at risk of making unsatisfactory course before the end of the study period.
Appropriate follow-up action will be implemented where the student is at the risk of not maintaining satisfactory course progress. The student will be contacted by the Student Support Officer by telephone, email or mail and invite to a meeting to develop a action plan, which assist to improve student’s academic performance. The student need to discuss the appropriateness of the course selection and opportunities for reassessment in subjects previously been assessed as ‘not yet competent’. Students must be aware that unsatisfactory course progress in two consecutive study periods will be reposted to DIBP by AITT and can lead to cancellation of visa (depending on the outcome of any appeal process if accessed).

The Campus Manager or trainer will work with the student to ensure that the discussed action plan is implemented and produces higher levels of academic performance. Where the intervention strategy fails to promote student’s academic performance a further meeting will be arranged to discuss additional support / counselling.

Without a reasonable cause for ongoing underperformance (i.e. unable to achieve more than 50% unsatisfactory course progress for two consecutive study periods), the student support officer will refer the case to the Chief Executive Officer.

However, the reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and they have an impact on the student’s capacity and/or ability to progress through course. These could include but are not limited to:

- a. Serious illness to injury, where a medical certificate stages that the student was unable to attend classes
- b. Bereavement of close family members such as parents or grandparents (where possible death certificate should be provided).
- c. Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impact on their studies.
- d. A traumatic experience which could include but not limited to:
  - i. Involvement in or witnessing of an accident, or
  - ii. A crime committed against the student, or
  - iii. The student has been witness to a crime and that has impact on the student (these cases should be supported by the police or psychologist’s report).

Where AITT has assessed the student as not achieving satisfactory course progress, AITT will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access the AITT's complaints and appeals process and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, AITT will notify the Secretary of Department of Education and DIBP through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

**Intervention Strategies (See Appendix D)**

**Introduction:** Intervention Strategies to be put in place may incorporate the following:

- Student will be advised to attend the Tutorial Sessions
- Mentoring programs will be implemented
- Counseling will be arranged for the student

Reduction of load may be advised but the student will be advised to complete the course in the expected duration and he/she cannot exceed duration beyond the specified course duration on CRICOS.

Once per month the Student Administration Staff will review the academic progress of all students and monitor the following points:

- Any student falls below 60% academic progress for a single study period
  - Student’s shall be sent a Notification Letter indicating that they have fallen below 60% academic performance for the study period to date, and failure to achieve Competency in further units undertaken the current study period may result in failing to achieve academic progress for the study period. Failing to achieve this academic progression in two consecutive study periods will be deemed in breach of Visa requirements and be reported to DIBP. The students are given the opportunity to be counselled in their progress if required.

- When a student’s projected academic progress falls below 50% for a single study period
  - When a student’s academic progress falls below 50% for a single study period the Student Administration staff shall notify the Director of Studies and a ‘1st Warning Letter’ shall be sent indicating the student has to contact the college and organise an appointment with the Director of Studies to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Study period.

If the student does not respond within 7 days the Student Administration staff will attempt to contact the student via telephone. If this fails the matter shall be forwarded to the Director of Studies.

- Any student who is below 75% academic progress in their current study period after falling below 50% in their previous study period

  - Student’s shall be sent a ‘2nd Warning Letter’ notifying them they are at risk of breaching their requirement to maintain academic progression for each study period they are enrolled. They are informed they have fallen below 75% academic progress in the current study period after falling below the required academic progression in the previous study period. They are informed that if they fall below the required academic progression in two consecutive study periods they will be reported to Department of Education and DIBP via PRISMS.

They are also informed that are required to organise an appointment with the Director of Studies to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the study period.

If the student does not respond within 7 days the Student Administration Manager will attempt to contact the student via telephone. If this method of contact fails the matter shall be forwarded to the Director of Studies.

- When a student’s projected academic progress falls below 50% for 2 consecutive study periods
  - The student shall be sent a ‘Breach Recorded’ letter indicating
they are going to be reported to Department of Education and DIBP via PRISMS for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive study periods.

They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so.

If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS.

Note: Where there are less than 3 units to be assessed for the study period, and a student is deemed NYC in a single unit, the student shall only be sent only the 1st Warning Letter. This is due to the fact that if they are deemed NYC in more than 1 unit they will fall below the 50% requirement for the study period.

2.3 Reporting 'Breach of Student Academic performance.

All students who fall below 50% academic progress requirement and have no supporting reasons shall be reported via PRISMS to Department of Education and DIBP for a breach of their Visa condition.

NOTE: If the student has not maintained satisfactory course progress up to the time of cancelation or transfer the process of reporting the student to Department of Education and DIBP will continue, even though the student is no longer officially enrolled with the provider.

Students have 20 working days from the date the 'Breach Recorded' letter is processed to appeal the decision of their academic non-performance. If they do not choose to use this option then they shall be reported as indicated.

This process of reporting breaches into PRISMS is the responsibility of the CEO who monitors the projected academic progress fortnightly. They are also supported by the monitoring conducted by the Director of Studies.

A copy of all letters, details of phone calls made, and any reports are to be kept in the student files.

**TRANSFER OF STUDENTS BETWEEN PROVIDERS**

This policy/procedure supports 'Standard 7 – Transfer between registered providers' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'.

This policy ensures that AITT does not enrol any transferring international student prior to the completion of 6 months of their principal course unless that student has a valid letter of release agreeing to such a transfer.

**Policy Statement:** The AITT will not knowingly enrol the student wishing to transfer from another registered provider’s course prior to the completion of six months principal course of study except where:

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

All application from current AITT students to transfer provider will be assessed in a timely manner and as per procedure outlined below.

**Definitions**

**Incoming student:** Any student who is currently enrolled with another education provider and is willing to transfer their studies at AITT.

**Outgoing students:** Any student who is currently studying with AITT and is willing to transfer his/her studies from AITT to another provider.

The following procedures have been separated into 'Incoming students' and 'Outgoing students'.

**2. Procedure**

**2.1 Incoming students**

The following procedure is relevant to any student who applies for a course within the AITT and is currently studying on-shore with another registered provider.

For this procedure to be completed, the applicant must provide a copy of their Student Visa and COE number from previous provider to search for student’s personal details into PRISMS. Once this information is obtained the following steps are taken:

I. Director of Studies accesses the student personal details via PRISMS.

II. Using the copies for COE / Offer letter from student’s current education provider, Director of Studies will ascertain if the length of studies completed in their current principal course of study is greater than 6 months. They may also request the copy of the student visa & the passport to ascertain student’s arrival date to Australia.

III. In completing this process a copy of the PRISMS record will be printed and will be attached to the student’s application.

IV. If they have completed more than 6 months of their principal course of study, the application process will be finalised as per AITT’s policies.

V. Where a student has NOT completed 6 months of their principal course of study, they will be advised to provide an appropriate letter of release from their current education provider unless any of the conditions (a-d) as listed under policy statement are applicable.

VI. To support with the release letter application, student may be provided with a 'Conditional' Letter of Offer (Appendix A) which clearly states that an offer of a place is contingent on applicant obtaining a letter of release.

**Note:** Where a student is in receipt of a Government scholarship, he/she should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.
VII. If such a letter of release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application will be finalised as per AITT's policies.

VIII. If satisfactory letter of release is not obtained from such students, the application process will be halted and the student will be informed that they are unable to transfer at this time. They are welcome to re-activate their application when the six month period into the principal course of study is passed.

2.2 The National Code 2007 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. AITT will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to the study plan as detailed in their application.

Circumstances that are considered detrimental to a student's study plan could be but are not limited to:

• Change in Study Plan
• Transfer to a lower level of studies
• Increased tuition costs, particularly in cases where deposits paid in advance to AITT are non-refundable
• Increased duration of studies in Australia
• Insufficient preparation for further studies
• Qualifications not recognised by Higher Education Providers as satisfying their entry requirements
• Level of support services at new provider are not equivalent to AITT's support services
• Transfer would jeopardise student's progression through a package of courses
• Within 6 months' of a course beginning students may experience home-sickness and transfer to another registered provider is not likely to overcome this problem
• Where AITT is of the view that the student is avoiding being reported to Department of Education and DIBP via PRISMS as a result of failure to meet academic progress requirements

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Director of Studies. The Director of Studies shall assess the applications to transfer education providers and conclude an outcome based on the following procedure.

2.3 Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study at AITT.

I. Students may send a written request (e-mail is satisfactory) to CEO / Director of Studies indicating their wish of transferring the course to another provider along with the detailed reasons.

II. Release letter shall be issued only in situations as listed below:
- AITT has cancelled/ceased to offer your program (letter from AITT supplied)
- Government sponsor considers the change to be in your best interest, if you are a sponsored student (written confirmation from sponsor required)
- Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required)

III. The student is required to provide a valid 'offer of enrolment' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.

IV. In assessing the application to transfer, the administration officer will check the following points:
- Ensure any outstanding fees are paid
- Ensure the student is fully aware of all issues relating the transferring of providers
- Check student records to ensure the student is not trying to avoid being reported to Department of Education and DIBP via PRISMS due to the breach in course progress requirements.

V. Once the above points have been assessed by the Administration officer, a 'Letter of Release' will be granted at no charge to the student. The student will also be advised of the need to contact DIBP and obtain a new visa if the course they transfer to is not a Higher Education / VET course. Any relating issues will be reported to the CEO / Director of studies.

VI. Director of Studies must report the student's termination of studies via PRISMS

Note:
- The above process should not take more than 48 hours once the student has provided all the necessary documentation.
- All requests, considerations, decisions and copies of letters of release shall be placed on student's file
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the AITT's refund policy independent of this policy.
- The letter of release will be issued at no extra cost to the student
- Student will be advised that if Student need to contact the DIBP offices to seek advice on whether a new Student visa is required.
- In the event of refusal to release the student, AITT will provide written reasons for refusal.
- Refusal of the release will be consistent with the AITT's policy and procedure as setout in point 2.2 of this procedure and the other requirements of the standards, especially Standard 7.5 of National Code 2007
- AITT will inform the student of his or her right to appeal the AITT's decision in accordance with the AITT's complaints and appeals policy and procedure.

APPLICATION & ENROLMENT

You can either:
- complete an Online Enrolment Form
- mail / fax the Enrolment Form to AITT
- contact our local representative in your country

Your Enrolment Form must be accompanied by:
- Complete all sections of the Enrolment Form provided by AITT
- Read and Understood the policies and procedures; and also the Refund Policy outlined in the application form
- Attached a passport sized photograph
- Attached certified copies of all academic certificates, transcripts, English language proficiency results and any other relevant documents
- Attached a certified copy of the pages of your passport bearing your signature and personal details
- Deliver to one of our representative agents or send your completed application with attachments direct to the following address:
International Admissions
Australian Institute of Technical Training Pty. Ltd.
Level 3, 475-485, Flinders Lane
Melbourne, Victoria 3000, AUSTRALIA
Phone: + 61 3 9620 1100
Fax: + 61 3 9620 1122
E-mail: admissions@aitt.vic.edu.au

• Your application will be acknowledged promptly and you will be notified immediately if your application is accepted.
• Once the "Offer of Enrolment" letter has been issued to you please read carefully the terms and conditions outlined in "Enrolment Acceptance form"
• In order to accept the offer of place it will be necessary to obtain a bank draft made payable to: "Australian Institute of Technical Training Pty. Ltd." in Australian Dollars
• Direct Deposit in the Bank can be made to the following account:
  
  Account Name: Australian Institute of Technical Training Pty. Ltd
  Bank: Westpac
  Branch Address: 302, Clayton Road Clayton Vic 3168
  BSB: 033090
  Account number: 31 1857

  The reference number as indicated on your offer letter must be included on correspondence and on bank transfers to allow us to identify your payments.

On receipt of payment your place at AITT will be confirmed. AITT will issue a "Confirmation of Enrolment" form which must be presented to an Australian Diplomatic Mission when applying for a student visa.

SEXUAL HARASSMENT

The AITT regards sexual harassment as a serious breach of conduct.

The AITT supports the rights of individuals to be free from sexual harassment while engaged in activities undertaken as part of their study, their employment, or in other associations with the AITT.

As an educational institution and an employer, the Institute, through the Director of Studies will take all reasonable steps to eliminate sexual harassment of or by staff, students, or other members of the Institute community.

PRIVACY POLICY

AITT respects the privacy of your personal information. AITT is subject to the National Privacy Principles ("NPPs") under the Privacy Act 1988 (Cth). The following Privacy Policy outlines the type of information that is collected by AITT and how we use and protect that information.

How AITT collects Personal Information
Generally, AITT will collect personal information directly from you, when you deal with AITT by telephone, fax, letter, email and include any information provided to us by application form.

The type of personal information that AITT collects depends on the circumstances of collection and on the type of service you request from AITT. The particular purpose for which personal information is collected by AITT is generally either specified or reasonably apparent at the time the information is collected. AITT usually collects information such as your name, address, contact number, occupation, gender, date of birth, email address and credit card details and in the case of students, academic results and student welfare information. It is not AITT's general practice to collect sensitive information and we will only collect sensitive information with your consent.

AITT only collect information that is personal and is voluntarily provided by the student. On occasions, AITT may collect personal information about you from another individual and/or organisation. For example, AITT may collect personal information from:

  • Commonwealth and State agencies;
  • a company for whom you work;
  • other individuals and/or organisations with whom you have any dealings;
  • an employment recruitment agent or agency;
  • a student related recruitment agent or agency.

How AITT uses Personal Information

AITT uses personal information for the primary purpose for which it was collected, or for secondary purposes which are related to the primary purpose.

Generally, AITT uses personal information for the following purposes:
• to conduct its business as an education provider;
• to communicate with you;
• to assist in the management and improvement of services, including analysis of future employee and student needs;
• to provide products and services that have been requested or previously agreed to;
• to undertake marketing activities;
• in the case of students, to comply with the specific reporting requirements of the Education Service for Overseas Students Act 2000 (ESOS) and the Revised National Code 2007.

What happens if an individual does not provide Personal Information

If you do not provide the personal information AITT requests, it may not be able to provide you with the relevant products or services.

AITT may disclose Personal Information to:

AITT may disclose your personal information for the purpose which was either specified or reasonably apparent at the time when the information was collected. Depending on the circumstances, AITT may disclose personal information to:
• its insurers;
• its service providers and specialist advisers including but not limited to services relating to student welfare;
• any person with a lawful entitlement to obtain the information;
• in the case of students, information provided by students may be made available to relevant Commonwealth and State Agencies and the Assurance Fund Manager of the Education Service for Overseas Students and, if applicable, the Tuition Assurance Scheme in compliance with the ESOS Act 2000 and the Revised National Code 2007.

If AITT engages a third party contractor to perform services which involves handling personal information, AITT will ensure that the contractor will be subject to the same privacy obligations as AITT to protect your personal information. AITT will also take reasonable steps to prohibit the contractor from using personal...
information, except for the purposes for which it was supplied.

**Direct Marketing and Privacy**

AITT may periodically use the personal information it collects about you to assist identifying particular products and services which it believes may be of interest and benefit to you. AITT may then contact you to let you know about these products and services and how they may benefit you. If you do not want to receive any of this information, you should contact AITT immediately.

**Accuracy of your Personal Information**

If AITT has accurate personal information about you, it enables AITT to provide the best possible service.

AITT will take reasonable steps to ensure that the personal information it collects uses and discloses is accurate, complete and up to date.

Please advise AITT as soon as possible if the personal information held is inaccurate, incomplete or out of date. AITT will take reasonable steps to ensure your personal information is corrected.

**Security of Personal Information**

AITT will take reasonable steps to ensure your personal information is stored in a secure environment protected from unauthorised access, modification and disclosure.

AITT uses industry standard safeguards to ensure the security of personal information through physical, electronic and managerial procedures. When AITT no longer requires personal information, it will safely destroy the information and delete it from its systems.

**Access to Personal Information**

You or a third party nominated by you in writing may request access to any of the personal information AITT holds about you. Upon your written request, AITT will provide access to the personal information it holds about you, unless there is an exemption which applies under the Privacy Act.

Your request for access will be dealt with in a reasonable time. AITT may charge you a fee to cover the reasonable cost of retrieval and the supply of the information to you. If AITT refuses your request for access, it will provide you with reasons for the refusal.

AITT may provide access to personal information without your consent only in certain prescribed circumstances, including but not limited to:
- emergency situations;
- specified Commonwealth and State agencies and to comply with legislative requirements.
- law enforcement;
- lessening or preventing a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or public safety.

**Access to Student records**

Students can access their records by following means:
- Students can contact the student administration officer to get access to their records and the Staff Administration will help them in accessing those details. Or students can get access via TEAMS.
- With TEAMS, each student receives a username and password, and can securely access personalised information relevant to them and view results.
- Once logged into the TEAMS site, a student has access to quick links into their courses, see college announcements, personal tools such as a calendar and links to important college services, all from the one webpage.

**With TEAMS students can:**
- browse the courses
- update their address details
- review their enrolments and assessments
- print out their timetables
- Students can access the Institute's policies and procedures.

**Contact Details**

All International Student Visa Holders must comply with Condition 8533 of your Student Visa
- You must inform AITT within seven days of your arrival in Australia of your current residential address and telephone number
- You must inform the Institute within seven days of any changes to your current residential address and telephone number
- AITT must be able to contact students at any time Failure to do so puts you at risk of having your visa cancelled. Please fill in the "Change of personal Details Form" and give it to the administration officer at the reception.

**Transferring Personal Information overseas**

AITT does not transfer your personal information overseas unless it is authorised by law to do so or you have consented to it as part of the services AITT provides to you.

**How to contact us**

If you wish to gain access to or correct your personal information or make a complaint about a breach of your privacy, you should contact:

**T:** +61 3 9620 1100 **F:** +61 3 9620 1122
**Mail:** Level 3, 475-485 Flinders Lane Melbourne VIC 3000
**E:** info@aitt.vic.edu.au

AITT will respond to your query or complaint as soon as possible.

AITT reserves the right to change this Privacy Policy at any time.

**STUDENT CODE OF CONDUCT**

**Purpose**

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive environment at the Institute for all students and staff.

**Scope**

The Student Code of Conduct applies to all students of the Institute, across all courses and modes of delivery.

**Student Rights**

All students have the right to:
- be treated fairly and with respect by Institute staff and other students;
learn in an environment free of discrimination and harassment;
learn in a supportive and stimulating environment in order to pursue their goals;
access counseling if desired or required;
privacy concerning records that contain personal information, subject to statutory requirements;
information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur;
lobby a complaint without fear of retaliation or victimization;
have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Student Responsibility
All students have a responsibility to:
treat other students and Institute staff with respect and fairness
follow any reasonable direction from a member of Institute staff
refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing Institute or other student’s property
behave responsibly by not being under the influence of drugs and alcohol
refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
attend all scheduled classes and institute activities and do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Institute staff.
not to behave in a way that would offend, embarrass or threaten others.
comply with all lawful regulations, rules or procedures of the Institute that pertain to them.
pay all fees, charges and levied by the Institute within the required timeframe.
attend all meetings called by the college to discuss academic or course progress
meet or carry out all activities agreed with the institute in relation to maintaining course progress or academic performance.

Breach of Conduct
A Student breach of conduct occurs when a student behaves in a manner described below:
Assaults, attempts to assault or threatens a person on the Institute premises.
Acts contrary to Equal Opportunity practices of the Institute which is committed to the prevention and elimination of discrimination on the grounds of:
-Age; Impairment; Industrial activity; Lawful sexual activity; Marital status; Physical features; -Political belief or activity; Pregnancy; Race; Religious belief or activity; Sex; Status as a parent or a carer; Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
Disobeys or disregards any lawful direction given by an officer of the Institute.
Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the Institute.

Deliberately obstructs any teaching activity, examination or meeting of the Institute
Engages in any conduct or activity prejudicial to the management and good governance of the campus.
Deliberately obstructs or attempts to deter any officer or employee of the Institute in the performance of their duties
Willfully damages or wrongfully deals with any Institute property.
Attends the Institute whilst under the influence of alcohol or affected by drugs, etc. or possesses uses or traffic a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
Carries or uses such items as firearms, knives, syringes, etc as a weapon
Fails by or within the agreed required date or period, to pay any fee or charge payable to the Institute
Fails to comply with OH&S regulations or willfully places another person in a position of risk or danger
Constantly interrupts class time through the use or presence of mobile phones and pagers
Uses abusive language.
Fails to attend meetings called to discuss academic or course progress
Fails to carry out actions or engage in activities agreed with the institute to maintain course or academic progress.

PLAGIARISM
Plagiarism is to copy work without acknowledging the source and is a form of cheating. AITT will not tolerate plagiarism and penalty may be imposed if a student is accused of it.
AITTs approach is to maintain academic integrity by students when writing and submitting assignment.

SOCIAL PROGRAMS
Apart from the Student Orientation Program the Student Support Officer will occasionally organize social events that allow all students enrolled with the AITT to mingle and socialize. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organized as demand requires and any suggestions can be forwarded to the Student Support Officer.

STUDENT FEEDBACK
All students are required to complete a feedback form at least once per year to provide feedback on the services and education the AITT is providing. Students are also encouraged to provide feedback on the services of the AITT by completing a student feedback form available from student administration at any time.
This feedback is evaluated through the AITT’s Continuous Improvement Procedures.

CERTIFICATES AND STATEMENT OF RESULTS
The Institute provides all successful graduates with a Certificate and Statement of Results on completion of their studies. These copies are provided free of charge, however, any letters or statements requested at other times may incur an additional cost.

RE-issuing documents: Any past or current student can apply for reissuing of certificate
if the original document is lost at an administrative cost of $50 per document requested. Please note that AITT can ask you to provide a valid ID proof at the time of application. For more information, please contact our administrative team.

**NOTE: All fees for the course enrolled are to be paid in full prior to a certificate being issued to a student.**

**VOCATIONAL EDUCATION & TRAINING**

**Introduction**

The VET sector provides training and education for specific vocational purposes. Primary and secondary schooling concentrates on generic skills and knowledge development and the university sector provides broad skills and knowledge for professional work or study. In contrast, the VET system caters for the majority of the population who need vocational skills for work and life.

Vocational skills include technical knowledge and broad process skills. These are called competencies – that is, skills and knowledge applied in a work context. For those who work in the VET system, it is important to recognise the importance of two major initiatives, the Australian Quality Training Framework and Training Packages.

Please refer to the following website for further information www.asqa.gov.au ; www.tga.gov.au

The information provided in this brochure was correct at the time of printing and may be subject to change.

Please contact AITT at +61-3-9620 1100, fax : +61-3-9620 1122 direct to confirm information

For more info check the details at www.ai tt.vic.edu.au or e-mail info@ai tt.vic.edu.au

**The Office Hours are:**
Monday – Friday  8.30am – 5.30pm

* You may contact the English Support Teacher through the Student Administration.
Details of Student Support Officers are on page no 3 of this handbook.

**ARRANGING VISAS**

**DIBP REQUIREMENTS**

Whether applying in or outside Australia, in order to be granted a Student visa, applicants must meet specified evidentiary requirements which demonstrate their ability to meet the financial capacity, English proficiency and other relevant criteria.

All student visa applicants must also satisfy general requirements relating to character, health, acceptable health insurance and intention to comply with visa conditions and have no outstanding debts to the Commonwealth of Australia (or have made acceptable arrangements to repay such debt).

Requirements for student visas vary according to the assessed risk level of the applicant and their proposed course of study. The DIBP website has a guide called ‘Your Student Visa - Step-by-Step’. This will show you the requirements you need to meet to be granted an Australian student visa.

**DIBP INFORMATION – VICTORIA**

(www.immi.gov.au)

The Department has two metropolitan offices in Victoria. Please contact the Department on 131881 before going into any office so that you know what documentation to take with you. You may find that you do not need to visit an office in person, or that you will need to make an appointment.

- Melbourne CBD
- Dandenong

**Melbourne Office**

Street address
Ground Floor
Casselden Place
2 Lonsdale Street
Melbourne VIC 3000

**Counter hours**
Mon-Fri 0900-1600
(Wed 0900-1330)

**Postal address**
GPO Box 241E
Melbourne VIC 3001

**General facsimile**
(03) 9235 3300

**Immigration National Telephone Numbers**

For general information or to make an appointment please use the numbers below.

**Immigration (All visa types) 131 881**

Use this number for:
- Information on all Temporary and Permanent visa applications (including Visitors, Students, Family Migration and Temporary Business visas and Refugee and Humanitarian applications)
- Family Visitor Network
- Appointments for lodging visa applications

**Translating and Interpreting Services: 131 450**

Use this number to inquire about interpreting services. Hours of operation: 24 hours a day/7 days a week from anywhere in Australia.

**STUDENT VISA**

**Document Checklist**

The student document checklists are to assist you if you are in Australia and making an application for a Student visa.


**World Index - Contact Details**

This is a list of countries and Departmental offices, where enquiries can be made and visa applications lodged.

To see details of an office, click on the first letter of your country. Or, use the drop-down menu and click on the country of your choice.


**Preliminary Visa Assessment**

Students from Assessment level 3 and 4 Countries are required to undergo a Preliminary Visa Assessment (PVA)

If the PVA requirements are met, the letter advising this must be submitted to the institute with the fees as stated on the offer letter.

For more information about the preliminary visa assessment, students from these countries should contact one of our local
agents an Australian Education Centre, IDP Education Australia, or an Australian diplomatic mission for details.

Obtaining VISA
All international students must apply for and obtain a Student Visa from the Australian High Commission in their country of residence before leaving for Australia. The general conditions required for a Student Visa to be issued are as follows:

On receipt of the student’s fee an Electronic Confirmation of Enrolment letter will be issued by AITT and sent to the student or agent acting on student’s behalf
This confirmation letter along with other supporting documents
• Health check-up as required by regulations
• Proof of financial support
Should be taken to the Australian diplomatic mission to obtain a student visa
Note: Please allow at least six (6) weeks for your visa to be processed. Students are advised to seek advice from the Australian High Commission in their country as requirements may change.

Contacts:
If you need more information on any aspect of your enrolment, please contact us anytime.
Our staff is always ready to help you in any way we can.
For further information on student visa compliance requirements, see www.immi.gov.au

STUDENT VISA CONDITIONS
Student Visa Requirements
• According to the Department of Immigration and Border Protection (DIBP), “to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you”. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assign your application.
• If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):
  • Complete the course within the duration specific in the eCoE
  • Maintaining satisfactory academic progress (if applicable)
  • Maintaining satisfactory attendance (if applicable)
  • Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
  • Remaining with the principal education provider for 6 calendar months, unless issued a letter of release from that provider to attend another institution
  • Notifying your training provider of your Australian address and any subsequent changes of address within 7 days
  • For a full and accurate list of mandatory and discretionary student visa conditions, including visa conditions for family members, please visit http://www.immi.gov.au/students/visa-conditions.htm

OVERSEAS STUDENT HEALTH COVER (OSHC)
Overseas Student Health Cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. AITT can arrange health cover through Private Medical Insurers.

ARRIVING IN AUSTRALIA

MEET & GREET FACILITIES
Free Airport pickup
Meet and Greet is an invaluable FREE service to new arrivals embarking on their new life here in Australia. When you arrive in Melbourne to start your new life, our friendly team of staff are here to share their knowledge and experiences about adjusting your life here.

To assist you even more, AITT can arrange for a representative to greet you at the Airport and drive you to your pre-arranged accommodation.

Please note that our Meet & Greet service must be arranged at least 10 working days (Monday to Friday) prior to your departure. In the event of a delayed flight, you must call us on +61-3-9620 1100 (if calling from overseas) or 03-9620 1100 (if calling from within Australia).

Temporary accommodation
If you do not have pre-arranged accommodation in Melbourne, let us know at least 10 working days (Monday to Friday) prior to your arrival and we can arrange this for you. The accommodation cost is dependent on the chosen accommodation and availability. On submission of your application we will respond with an exact quotation.

(Rates: $45 - $100 per day depending upon availability)

ITEMS TO BRING WITH YOU
Clothes
AUSTRALIANS tend to dress casually in most situations. Bring a range of informal summer clothes such as t-shirts, shirts, a bathing suit, lightweight trousers or skirts. Warmer clothes are needed for winter including jeans, jumpers, sweater and a winter coat. You may also like to bring a suit or dress for formal occasions.

Keep in mind you may buy clothes in Melbourne.

Personal items
Towels, toiletries, bed sheet, pillowcases, calculator, alarm clock, mobile phone, camera, dictionary personal stereo and umbrella.
### APPROXIMATE ESTIMATED LIVING COSTS FOR YEAR

*(To be used as a guide only)*

<table>
<thead>
<tr>
<th>ESTABLISHMENT COSTS (Per Year)</th>
<th>College/ Hostel</th>
<th>Private Rent#</th>
<th>Home Stay*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bond/Deposit (Refundable)</td>
<td>1200</td>
<td>800</td>
<td></td>
</tr>
<tr>
<td>Utility connection (telephone)</td>
<td>50</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Electricity &amp; Gas connection</td>
<td>25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Furniture, household goods</td>
<td>1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total (AUD $)</strong></td>
<td>1250</td>
<td>1875</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ANNUAL COSTS</th>
<th>500</th>
<th>500</th>
<th>500</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books, Stationery, Equipment</td>
<td>600</td>
<td>600</td>
<td>600</td>
</tr>
<tr>
<td>Clothes</td>
<td>*13,000</td>
<td>#9,900</td>
<td>*8,800</td>
</tr>
<tr>
<td><strong>Total (AUD $)</strong></td>
<td>14,100</td>
<td>11,000</td>
<td>9,900</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WEEKLY COSTS</th>
<th>50</th>
<th>90</th>
<th>50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food (includes snacks)</td>
<td>10</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Travel</td>
<td>40</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Gas/Electricity/Water</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone (excluding mobile, internet)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miscellaneous Expenses: medical, haircuts, movies, etc.</td>
<td>50</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td><strong>Total (AUD $)</strong></td>
<td>150</td>
<td>220</td>
<td>160</td>
</tr>
</tbody>
</table>

| ANNUAL TOTAL (AUD$)            | 21,950          | 24,315        | 16,940     |

*Accommodation per year maybe calculated on a 44-week basis.

# Private rental apartments are usually let on a 52-week basis and therefore expenses are calculated on a 52-week basis.

### LOCAL AMENITIES

Within the immediate vicinity of the AITT the following facilities are available:

- **Public Transport**

- **Tram Stop**

- **Post Office**
  GPO Melbourne
  Level 9 251-257 Collins St,
  Melbourne, VIC 3000
  Phone: +61 3 9663 0066

- **City of Melbourne**
  Town Hall, 90-120 Swanston Street
  Melbourne, Victoria 3000, Australia
  Phone: +61 3 9664 7000
  Fax: +61 3 9654 4854

- **Library**
  State Library of Victoria
  328 Swanston Street,
  Melbourne, Victoria, 3000
  Australia.
  Ph: +61 3 8664 7000
  
  For more information about living in Melbourne please follow the following links:
  - [www.visitvictoria.com](http://www.visitvictoria.com)
  - [www.vicnet.net.au/travel](http://www.vicnet.net.au/travel)

### ACCOMMODATION

#### Types of Accommodation

AITT will gladly assist in finding suitable accommodation. It cannot however, enter into agreements with Real Estate Agents or householders on your behalf.

#### Temporary Accommodation on Arrival

If required, temporary accommodation will be arranged for your arrival usually for a period of one week. This would be hotel style accommodation at $80 to $120 AUD per night.

#### Home stay

Home stay involves the student living with an Australian family. The cost generally includes two meals (breakfast and dinner) during the week and three meals on weekends. Rooms may be single or shared and cost will vary accordingly. **Cost $150 to $200 AUD per week.**

#### Private or Church Owned Boarding Hostels

These hotels are available for both tertiary and non-tertiary students. Facilities include kitchen and share bathroom with self-catering to be expected. For newcomers to the country, living in a hostel is a good way to meet other students in a comfortable study environment. **Cost $80 to $150 AUD per week.**

### General Item Costs

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost (AUD$)</th>
<th>Item</th>
<th>Cost (AUD$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hamburger</td>
<td>6.50</td>
<td>Movie ticket</td>
<td>9.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(student concession)</td>
<td></td>
</tr>
<tr>
<td>Instant noodles</td>
<td>0.90</td>
<td>Shampoo</td>
<td>3.50</td>
</tr>
<tr>
<td>(single packet)</td>
<td></td>
<td>(200ml)</td>
<td></td>
</tr>
<tr>
<td>Cup of coffee</td>
<td>3.50</td>
<td>Tea bags</td>
<td>2.50</td>
</tr>
<tr>
<td>(café)</td>
<td></td>
<td>(pk 50)</td>
<td></td>
</tr>
<tr>
<td>Rice (kg)</td>
<td>3.50</td>
<td>Bread, sliced loaf</td>
<td>2.50</td>
</tr>
<tr>
<td>Milk (litre)</td>
<td>1.90</td>
<td>Cooked noodles</td>
<td>8.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(bowl)</td>
<td></td>
</tr>
<tr>
<td>Apples (kg)</td>
<td>3.50</td>
<td>Pizza (large)</td>
<td>9.00</td>
</tr>
<tr>
<td>Bananas (kg)</td>
<td>3.00</td>
<td>Mineral water</td>
<td>2.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(1.5litre)</td>
<td></td>
</tr>
<tr>
<td>Toothpaste</td>
<td>3.00</td>
<td>Coke soft drink</td>
<td>2.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(375ml)</td>
<td></td>
</tr>
<tr>
<td>Petrol, unleaded</td>
<td>1.50</td>
<td>Jeans (pants)</td>
<td>50-100</td>
</tr>
<tr>
<td>(litre)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Share Accommodation
Advertisements on student notice boards and in sections of the local newspapers will appear for one or more people to share a house or flat, often where a lease has already been taken out. This often suits students once they have been in the country for a while and are comfortable with their new country’s living arrangements. **Cost $80 to $150 AUD per week.**

Rental Accommodation
As with share accommodation, units, flats, single bed-sitters and even houses, are available through Real Estate Agents. These are normally unfurnished. One month’s rent in advance maybe charged plus a bond (or security deposit) prior to signing a lease agreement. **Cost $150 to $300 AUD per week.**

**BRINGING YOUR FAMILY WITH YOU**
If applicants intend to bring family members to Australia, they are eligible to apply for Student Dependent Visas. Contact Australian Diplomatic Missions/Consulates for information about these.

If applicants intend to bring school age dependents, they are required to pay full fees if they are enrolled in either government or non-government schools. These fees range from AUD $ 5000 – AUD $ 20,000 per year approximately depending on the type of school and the grade. For more details we recommend you to make enquiries with respective state Education Departments or the School directly.

**School Aged Dependents**
If you are to be accompanied by any school aged dependant’s you are required to ensure that they are enrolled in a school. You will be required to pay any fees from a government or non-government school.

**Accommodation**
While the AITT does not offer accommodation services or take any responsibility for accommodation arrangements the AITT is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

**Hospital (Emergency)**
1. RMH City Campus
   Grattan Street
   Parkville 3050
   03 9342 7000
   03 93 427802
   03 9483 3833

2. Epworth Freemasons Hospital
   166 Clarendon Street
   East Melbourne VIC 3002

**Doctor**
1. CBD Medical Clinic
   Ground Floor
   20 McKillop St
   MELBOURNE

   03 9600 2929

2. Dr Barresi Ben
   Level 4, 250 Collins St
   MELBOURNE

   03 9650 9372

**Dentist**
Dr. Greg J Barton
03 9654 5105
Dr Madeline Sinclair
03 9650 7422

**Optometrist**
A.P. Optometrists
Yim Kwok Leung
03 9670 6955

**First Aid**
(AITT Campus)
Tony Doss
0404 546 874

**EMERGENCY & HEALTH SERVICES**

<table>
<thead>
<tr>
<th>Referral Services Available</th>
<th>Name &amp; Location</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel</td>
<td>Best Western</td>
<td>131779</td>
</tr>
<tr>
<td>Homestay Organisation</td>
<td>Home stay</td>
<td>95970066</td>
</tr>
<tr>
<td>Real Estate (Rental)</td>
<td><a href="http://www.realestate.com.au">www.realestate.com.au</a></td>
<td>Check yellow pages</td>
</tr>
</tbody>
</table>

**Referral Services Available**

<table>
<thead>
<tr>
<th>Name &amp; Location</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victorian Legal Aid 350 Queen St. Melbourne 3000</td>
<td>92690234</td>
</tr>
</tbody>
</table>

**Lawyer**
Lewis Holdway
20 Queen St
Melbourne 3000
96299629

Community Legal Centre provide referrals to a legal service close to your residence. Search by location at www.communitylaw.org.au

Postcode 3000 Melbourne is:
North Melbourne Legal Service Inc.
St Floor., 504 Victoria Street,
North Melbourne Ph. 9328 1885

**Legal Services**
The AITT is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.
Are you an international student studying in Australia on a student visa?

The Australian Government has brought in new rules to better protect you.

**Fees paid in advance**

Under the changed rules, providers are not allowed to collect more than 50 per cent of the total tuition fees for the whole course before you start, unless your course is 24 weeks or less.

After you start your course, your provider cannot require you to pay any remaining tuition fees until two weeks before your second study period.

Any money you pay to a provider that is not directly related to your course, such as for homestay accommodation, is not protected under the TPS.

**Keep your contact details up to date**

It is very important that your provider has your correct contact details and we encourage you to update these whenever they change, however these must be updated at least every six months. The details required are a current residential address, and a mobile phone number and email address (if you have one). Having current contact details will ensure you can be reached in an emergency or if you need to be assisted by the TPS.

**Where can I go if I need help?**

The Australian Government is committed to ensuring you have a great education experience here.

If, however, you have a complaint about your education provider you may take the matter to an independent complaints handling body. This will be the relevant State Ombudsman if you are enrolled with a publicly-funded provider or the Overseas Student Ombudsman if you are enrolled with a private provider. Visit the relevant state ombudsman’s website or www.oso.gov.au for more information.

**Your responsibilities – some tips to make sure you’re covered**

- Read your written agreement carefully before you sign it – it is a legal contract.
- Make sure you are clear about the number of study periods in your course, how the fees are distributed throughout the course and the difference between tuition fees and other types of unprotected fees such as accommodation.
- Understand the terms of any refund you may be entitled to if you do not meet the conditions of the written agreement or in the situation where your visa is not approved.
- Keep a copy of all receipts for money you have paid to a provider.
- Make sure your provider gives you (and you keep) a record of all study completed at each stage of your course.
- Let your provider know as soon as any of your contact details change.

Visit www.aei.gov.au or phone (+61 2) 6240 5069 to find out more about your rights and responsibilities.
It is your responsibility to understand your obligations under ESOS.

What is the ESOS Act?
The Education Services for Overseas Students Act 2000 (the ESOS Act) and related laws set out the requirements for education institutions (providers) who deliver education services to international students on a student visa. These laws are there to protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress while in Australia.

What is the TPS?
The TPS will help you quickly find another course, if your provider can’t deliver the course you have paid for. The TPS will use an online placement service to give you all the information you need so you understand your options and can choose an alternative course that best suits you. Additional assistance will be available if you need it. You will still have to check the course entry requirements of another provider and any extra costs if the provider is more expensive than the one you originally enrolled with.

What if I can’t find a course I like?
If you are unable to find an alternative course after a reasonable period of time set by the TPS, the TPS will refund you the tuition fees you have paid for the part of the course that you haven’t yet received. If you do receive a refund, you are still required to meet all the conditions of your student visa in terms of having a current enrolment. For more information on your student visa obligations, please visit the Department of Immigration and Citizenship (DIAC) website: www.immi.gov.au.

What if I need a new student visa?
If you require a new student visa as a result of a closure of an education provider, you should contact DIAC immediately. Contact details are available on the DIAC website: www.immi.gov.au

Written agreements
Under Australian law, when you accept an offer of a course, it must be in the form of a written agreement. This is the document that you sign when you enrol with an education provider. In your written agreement, providers must give you detailed information on:
• the course you are enrolled in
• payment plan for tuition fees including the number and length of each study period
• any non-tuition fees
• refund entitlements in different situations
• course requirements including minimum English language
• requirements on attendance and making satisfactory progress
• any services that can support you or keep you safe.

Studying in Australia
Australia is one of the world’s largest providers of high quality education to students from around the world. More than 1.5 million students study in Australia each year, including over 600,000 international students, a world leader in providing high quality education to students from around the world.

Over 1,300 Australian providers provide much needed education and training for international students. Before an education provider can enrol any student they have to meet all the quality requirements of the Education Services for Overseas Students Act 2000. This Act requires providers to deliver courses that are of high quality, provide up-to-date courses that are relevant to current workplace needs and meet all the student visa conditions.

Most international students have a positive study experience in Australia and one of the reasons they choose to come to study here is because they are well-protected by providers and the Government. On the rare occasions where you may not be happy with your course or your provider, it is good to know there is help available.

From 1 July 2012 a Tuition Protection Service (TPS) will operate, backed by all education providers who enrol international students.

Additionally providers:
• must keep accurate records of student contact details and any unit of study completed.
• must provide written agreements to be registrable with the Australian Government.

For many years Australia has been a world leader in protecting the tuition fees of international students studying in Australia. Changes to the ESOS Act make these protections even stronger. Additionally an Overseas Students Ombudsman was established in 2011 to assist overseas students who have a complaint about a private provider. Students of publicly-funded providers already have access to the relevant State Ombudsman.

Most international students have a positive study experience in Australia and one of the reasons they choose to come to study here is because they are well-protected by providers and the Government. On the rare occasions where you may not be happy with your course or your provider, it is good to know there is help available.

From 1 July 2012 a Tuition Protection Service (TPS) will operate, backed by all education providers who enrol international students.

Additionally providers:
• must keep accurate records of student contact details and any unit of study completed.
• must provide written agreements to be registrable with the Australian Government.
The ESOS framework - providing quality education and protecting your rights

The Australian Government wants 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 Services for Overseas Students* (ESOS) Act 2000 and the National Code 2007.

**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.deewr.gov.au](http://cricos.deewr.gov.au). CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

**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. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- 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 course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au).

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers 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 and what support is available if you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process.
One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider’s permission.

**Your responsibilities**

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider’s attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

**Contact details**

<table>
<thead>
<tr>
<th>Who?</th>
<th>Why?</th>
<th>How?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your provider</td>
<td>For policies and procedures that affect you</td>
<td>• Speak with your provider&lt;br&gt;• Go to your provider’s website</td>
</tr>
<tr>
<td>Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)</td>
<td>For your ESOS rights and responsibilities</td>
<td>• <a href="http://www.aei.gov.au">www.aei.gov.au</a>&lt;br&gt;• ESOS Helpline +61 2 6240 5069</td>
</tr>
<tr>
<td>Department of Immigration and Citizenship (DIAC)</td>
<td>For visa matters</td>
<td>• <a href="http://www.immi.gov.au">www.immi.gov.au</a>&lt;br&gt;• Phone 131 881 in Australia&lt;br&gt;• Contact the DIAC office in your country</td>
</tr>
</tbody>
</table>
DIISRTE DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses

This policy must be read in conjunction with the adjoining explanatory notes

1. The National Code 2007
1.1 Under Standard 11.2 of the National Code 2007, a provider who implements the DIISRTE-DIAC Course Progress Policy and Procedures for its vocational education and training (VET) courses is not required for ESOS purposes to monitor attendance for those courses.

2. Indicating the decision to implement the DIISRTE-DIAC Course Progress Policy and Procedures
2.1 A provider who chooses to implement the DIISRTE-DIAC Course Progress Policy and Procedures must implement the policy and procedures for all of its CRICOS registered VET courses. The provider registers this choice through PRISMS.

3. Policy
3.1 The provider must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

3.2 The provider must assess each student’s progress at the end of each compulsory study period. While the length of a study period is determined by the provider, study periods are usually terms or semesters. Ten weeks is usually considered the minimum length of time in which it is reasonable for the provider to make an assessment of a student’s course progress. For the purposes of this policy, the maximum length for a study period is six months.

Where a provider does not divide courses into study periods, course progress must be monitored at least every six months.

3.3 Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

The provider must define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

3.4 The provider must have an intervention strategy for any student who is not making satisfactory course progress. It must be made available to staff and students and must specify:
   i. procedures for contacting and counselling students;
   ii. strategies to assist identified students to achieve satisfactory course progress; and
   iii. the process by which the intervention strategy is activated.

3.5 The intervention strategy must include provisions for:
   i. where appropriate, advising students on the suitability of the course in which they are enrolled;
ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

3.6 At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined in 3.4 is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if a provider identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the provider is encouraged to implement its intervention strategy as early as practicable.

3.7 If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student of its intention to report the student to DIAC for unsatisfactory progress. The provider does this through the written notice described in 3.8.

3.8 The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the registered provider’s complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
   i. provider’s failure to record or calculate a student’s marks accurately,
   ii. compassionate or compelling circumstances, or
   iii. provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

3.9 Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process.
   i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there is no requirement for intervention.
   ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider’s intervention strategy, and the provider does not report the student. [See adjoining explanatory notes]

3.10 Where:
   i. the student has chosen not to access the complaints and appeals processes within the 20 working day period,
   ii. the student withdraws from the process, or
   iii. the process is completed and results in a decision supporting the registered provider (ie. the student’s appeal was unsuccessful) the registered provider must notify the Secretary of DIISRTE through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
4. Procedures

The administrative arrangements and student management systems will vary between providers, as will providers’ approaches to the procedures for implementing the DIISRTE-DIAC Course Progress Policy.

Consequently, each provider who chooses to implement the DIISRTE-DIAC Course Progress Policy must write a procedure which demonstrates how the policy will be implemented. This document must be made available to staff and students (in paper or electronic form) together with a copy of this policy.

When creating the procedures document, providers are advised to incorporate their answers to the following questions:

**WHO is responsible for each of the steps?**
For example, who is responsible for defining the workload for the study period, checking progress, deciding that the student is at risk, implementing the intervention strategy, informing the student of the provider’s intention to report, hearing an appeal, and reporting the student through PRISMS? Will different staff be required to take responsibility for the different steps? Will all staff involved be responsible for maintaining records of their part in the process, or will this be managed centrally?

**WHEN will each step take place?**
Will the intervention strategy be implemented earlier than the end of the study period or is the entire study period required in order to assess the student’s progress? The student must be allowed 20 working days in which to initiate a complaint or appeal – has this requirement been considered when drafting the procedures document?

**HOW will each step take place?**
Will the student management system automatically alert staff to students at risk of making unsatisfactory progress, or will progress need to be checked manually? How will students be informed of the provider’s concern for the student’s progress or intention to report the student? Are there pro forma letters which can be modified manually or generated by the system? How and where will records of interventions, appeals processes and reporting be maintained?
Indicating the decision to implement the DIISRTE-DIAC Course Progress Policy and Procedures

• To indicate the decision to implement the DIISRTE-DIAC Course Progress Policy and Procedures, the provider must do so through PRISMS. The provider does this by clicking the ‘Yes’ button for the field **DIISRTE-DIAC Course Progress Policy & Procedure implemented?**

The provider’s level of access to PRISMS will determine where this field will appear.
- Providers with CoE Create or CoE Agent access will find the field on the ‘Provider Information’ tab of the ‘Organisation Details’ screen.
- Providers with CoE Administrator access will find the field on the ‘Summary’ tab of the ‘View/Edit Provider’ screen.

• If a provider is considering returning to monitoring attendance rather than implementing the DIISRTE-DIAC Course Progress Policy and Procedures, the provider needs to bear in mind the following:
  - How will students be informed of the change to the course progress policy? and
  - How will the change impact on the organisation and delivery of courses that are currently being delivered under the DIISRTE-DIAC Course Progress Policy?

• If a provider changes its mind and no longer wishes to follow the DIISRTE-DIAC Course Progress Policy, it registers the change in PRISMS by changing the answer to the relevant field to ‘No’. A record is kept in PRISMS if the provider has chosen to use the DIISRTE-DIAC Approved Course Progress Policy and if it changes its mind after indicating it would use the policy.

• Good practice is that providers do not commence a new course progress policy until the beginning of a study period and only after students have been informed of the intended change.

The intervention strategy

• Providers must assist students who are at risk of not making satisfactory course progress in accordance with the provider’s documented intervention strategy. Providers need to ensure that they follow their intervention strategy as failure to do so may provide a student with grounds for a successful appeal. Failure to implement the intervention strategy may also constitute a breach of the National Code 2007.

  • Providers must make students aware of opportunities and services to assist them if they are identified as at risk of not making satisfactory course progress.

  • Providers are advised to keep records of the advice and assistance they give students who have been assisted under the provider’s intervention strategy.

The written notice of intention to report a student for unsatisfactory progress

• Each provider must create its own written notice to report a student for unsatisfactory progress. Providers may wish to refer to a sample notice prepared by DIISRTE, available on the AEI Online website.
Reporting students for unsatisfactory progress

- Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.

- Course progress in a non-compulsory study period is to be disregarded when considering whether there has been unsatisfactory progress in two consecutive compulsory study periods.

- If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the provider does not report the student for unsatisfactory course progress.

- When a student is reported for unsatisfactory course progress, DIAC will, in all but exceptional circumstances, cancel the student’s visa. DIAC will rely on the provider’s report of unsatisfactory course progress, as the report can not be made until the provider has completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process, the student may lodge a complaint with DIISRTE.

- Section 19(2) of the ESOS Act 2000 requires providers to report the student for unsatisfactory course progress ‘as soon as practicable’ after the breach occurs. Good practice would be to report the student through PRISMS within 5 days of finalising the decision to report (ie. within 5 days of 3.9 i., ii., or iii. occurring).

Compassionate or compelling circumstances

- Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student’s capacity and/or ability to progress through a course. These could include:
  - 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 (where possible a death certificate should be provided)
  - major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
  - a traumatic experience which could include but is not limited to:
    - involvement in or witnessing of an accident or
    - a crime committed against the student or
    - the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists’ reports).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. Providers are asked to use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, providers should consider documentary evidence provided to support the claim. Providers should keep copies of these documents, together with a record of why the decision was made, in the student’s file.
Erratic course progress as a potential indication of non-bona fide students

- If the provider suspects that a student is not a bona fide student, the provider may cancel the student’s enrolment, as allowed under Standard 13. However, providers must ensure that prior to enrolment students were made aware of the grounds on which cancellation of enrolment may occur, as required under Standard 2.1f. For example, if a provider takes erratic course progress into account in identifying non-bona fide students, erratic progress must be clearly defined and stated prior to enrolment as one of the grounds for cancellation of enrolment. Similarly, if a provider identifies bona fide students on the basis of participation, failure to participate must be clearly stated prior to enrolment as grounds for cancellation of enrolment.

Monitoring course progress for reporting purposes and for completion within the duration

- Standard 9.1 requires the registered provider to have and implement documented policies and procedures for monitoring the course progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student’s CoE. While monitoring progress against the course duration is a separate requirement to monitoring course progress for reporting purposes, there may be some overlap in procedures. For example, a provider’s course progress procedure may require that at the end of each study period, each student’s results are checked to determine course progress for that study period. In order to avoid duplication of effort, at the same time the provider may also check each student’s progress towards completion of the course within the specified duration.
(APPENDIX D)

Monitoring Course Progress requires AITT to have a documented intervention strategy.

**AITT Intervention Strategy Guidelines**

**Introduction:** Intervention Strategies to be put in place may incorporate the following:

- Student will be advised to attend the catch up classes
- Mentoring programs will be implemented
- Counselling will be arranged for the student

Reduction of load may be advised but the student will be advised to complete the course in the expected duration and he/she cannot exceed duration beyond the specified course duration on CRICOS.

This intervention strategy specifies the procedures for identifying and assisting students at risk of not meeting the required course progress requirements i.e. not attaining competency in 50% of units undertaken in a study period. This intervention strategy must be made available to staff and students.

The intervention strategy guidelines have been produced to assist AITT staff in determining how to assist students at risk of not meeting satisfactorily course progress requirements as required by the Monitoring Course Progress Policy and Procedures.

AITT would develop their intervention strategy for each student on a case by case basis. These guidelines include suggested actions, however these suggested actions are not exhaustive.

**Intervention Strategy Guidelines**

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsibility</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student has been assessed as at risk of not meeting course progress requirements i.e failed to attain competency in 50% or more units assessed in one study period.</td>
<td>Course Coordinator</td>
<td>Assessment undertaken according to Monitoring Course Progress Policy and Procedures</td>
</tr>
<tr>
<td>Action</td>
<td>Responsibility</td>
<td>Comment</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-----------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Intervention Strategy activated</td>
<td>Course Coordinator</td>
<td>Student must be contacted by letter, email or personal contact. Student should be advised that they are currently at risk of not meeting satisfactory course progress. Student must meet to discuss an intervention strategy. A student’s enrolment cannot be cancelled due to not meeting satisfactory course progress if an intervention strategy has not been activated.</td>
</tr>
<tr>
<td>Tailoring of Intervention Strategy</td>
<td>Course Coordinator</td>
<td>Intervention Strategies should be tailored to suit each individual student’s needs.</td>
</tr>
<tr>
<td>Intervention Strategies</td>
<td>Course Coordinator / Director of Studies</td>
<td>Intervention strategies can cover, but not limited to:</td>
</tr>
<tr>
<td>Intervention Strategy- Transition support</td>
<td>Director of Studies / Student Counsellor</td>
<td>Students requiring transition support may be directed to the Student Support Officer for assistance with:</td>
</tr>
<tr>
<td>Intervention Strategy- English Language Support</td>
<td>Director of Studies / Student Counsellor</td>
<td>Students requiring assistance with English language support may be directed to English Language Trainer. Students can receive assistance in:</td>
</tr>
<tr>
<td>Intervention Strategy- Study</td>
<td>Director of Studies</td>
<td>Students requiring assistance with study skills may be</td>
</tr>
</tbody>
</table>

Concurrently with their normal studies.
<table>
<thead>
<tr>
<th>Action</th>
<th>Responsibility</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>skills support</td>
<td>Studies / Student Counsellor</td>
<td>directed to Counsellor or Director of Studies.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Students can receive assistance in:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Assessment expectations (e.g. due dates)</td>
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<tr>
<td></td>
<td></td>
<td>• Exam preparations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Time management</td>
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<tr>
<td></td>
<td></td>
<td>• Class attendance and participation</td>
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<tr>
<td></td>
<td></td>
<td>• Academic referencing and plagiarism</td>
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<tr>
<td></td>
<td></td>
<td>• Reading and note taking skills</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Research, web searching, and library skills</td>
</tr>
<tr>
<td>Intervention Strategy - Welfare</td>
<td>Director of Studies / Student</td>
<td>Students may be directed to Student support officer, Doctor or Counsellor to receive assistance with personal issues influencing progress</td>
</tr>
<tr>
<td>support</td>
<td>Counsellor</td>
<td></td>
</tr>
<tr>
<td>Intervention strategy - Reduction</td>
<td>Director of Studies / Student</td>
<td>Where it is believed the above intervention strategies will not assist a student in meeting satisfactory course progression a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (CoE) however if an approved intervention strategy has been implemented students may apply for a CoE extension if they cannot catch up through study in non-compulsory period. Director of Studies to be advised if student requires changes to length of CoE.</td>
</tr>
<tr>
<td>in course load</td>
<td>Counsellor</td>
<td></td>
</tr>
<tr>
<td>Intervention strategy - Change of</td>
<td>Director of Studies</td>
<td>A student may transfer to a suitable alternative course as part of an intervention strategy.</td>
</tr>
<tr>
<td>course</td>
<td></td>
<td>Director of Studies must be notified as student will be required to complete new application and receive a new Offer of enrolment and sign a new Enrolment Acceptance Agreement. Director of Studies will then cancel the original CoE and issue a new CoE.</td>
</tr>
<tr>
<td>Study plan</td>
<td>Course Coordinator / Director of</td>
<td>An amended study plan may be required for a student who has an intervention strategy in place. The student must receive a copy of the amended study plan and a copy must be in student's file.</td>
</tr>
<tr>
<td></td>
<td>Studies</td>
<td></td>
</tr>
<tr>
<td>Action</td>
<td>Responsibility</td>
<td>Comment</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Evidence of Intervention strategy</td>
<td>Director of Studies</td>
<td>Documentary evidence of the measures implemented should be kept in student's file. Student should receive a copy.</td>
</tr>
</tbody>
</table>

When an intervention strategy has been activated for a student, documentation must be kept in the student's file for all follow up meetings, support provided and strategies undertaken by the student.

If it is noted that the student is not following the intervention strategy in place for the student, it is recommended that the student is sent a letter reminding the student that if they continue to not meet academic progress requirements he/she will be reported to Department of Education and DIBP which may result in their student visa being cancelled.
USEFUL WEB PAGES / CONTACTS

Student visa requirements

Why study in Australia?

Applying for Student Visas online:

After your studies

Indian Study in Australia website
http://www.ausgovindia.com/ndli/study.html

Contact Details for Immigration Offices (in and outside Australia):

Tuition Protection Scheme
www.tps.gov.au

CRICOS
www.CRICOS.deewr.gov.au

TGA
training.gov.au