Student Handbook

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1.0   Registered Training Organisation

Australian Institute of Science and Technology (AIST) is a Registered Training Organisation (RTO), approved by Australian Skills Quality Authority (ASQA) www.asqa.gov.au and compliant to the Standards for Registered Training Organisation (RTO) 2017 to provide nationally accredited and recognised qualifications.

1.1   Students

Many students who attend AIST are referred to or recruited by an Education/ Migration Agent. If you need to find an agent, please refer to the list on our website www.aist.edu.au or Contact Us and we will refer you to a suitable organisation.

2.0   Mission, Philosophy and Vision

Mission - The provision of recognised articulated pathways for international and domestic students to gain Australian National qualifications from highly qualified personnel within a diverse student environment.

Vision - To provide individuals the educational abilities for the utilisation of mechanisms to affect a world and an environment that they choose to participate within.

We believe that 'opportunity comes from knowledge' and hence our vision is to assist all our students in developing themselves both personally, vocationally and through higher education. AIST believes in a holistic approach to education. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting and multicultural, free from discrimination and harassment.

Australia's diverse population and strong educational tradition make it particularly suited to international education and AIST intends to continue to be a significant contributor to Australia's continuing role as a regional leader in education.

2.1   Ethics

AIST undertakes to act at all times in an ethical manner. All activities of AIST are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff.

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3.0   Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a compulsory reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI is available online and at no cost to the student. (http://www.usi.gov.au/create-your-USI/Pages/default.aspx). This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed.

Students need one form of identity (ID) from the list below:
- Driver's licence;
- Medicare card;
- Australian Passport;
- Visa (with Non-Australian Passport) for international students; or
- Citizenship Certificate.

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4.0   Institute Fees and the Tuition Protection Service

4.1   Collection of Fees

AIST collects student fees in advance and therefore it will comply with the following options for initial and continuing fee collection and registration:

- AIST cannot require students to pay more than 50 per cent of their tuition fees before they start the course;
- Students, or the person responsible for paying the tuition fees, must pay but can now choose to pay more than 50% of their tuition fees before they start their course;
- A payment plan for any outstanding fees will be negotiated and is detailed on this document.

4.2   Fee Protection

The Tuition Protection Service (TPS) - https://tps.gov.au/Home/NotLoggedIn, is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider; or

- Receive a refund of their unspent tuition fees.

Australia has a well-established international education sector with over 1200 education providers delivering a high-quality education to international students. For many years now, Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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5.0   Client Services

5.1   Pre-Departure Check List

1. **Passport and Visa** – Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation. It is also a good idea to make copies of your passport in case you lose your passport.
2. **Student enrolment and orientation documents** – You will need your electronic Confirmation of Enrolment (eCoE) and student information pack, which you will have received from your institution.
3. **Overseas Student Health Cover (OSHC)** – This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home.
4. **Travel Insurance** – You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.
5. **Airfares** – Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa.
6. **Contact details** – You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.
7. **Australian currency** – There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country.
8. **Transport from the airport** – Whether you are taking public transport, a taxi, or you are being picked up from the airport by your education provider, it is important that you have all the details including the time, the route and, if your travel has been arranged by your institution, their contact details. If you need a map to assist you in getting to your accommodation from the airport, they will be available at the airport, or you can print one prior to leaving.
9. **Accommodation details** – Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation).

5.1.1   Travelling Arrangements
1. Made all your travel arrangements?
2. Packed your most important documents in your hand luggage?
3. Booked your Airport Pick-up and Accommodation?
4. Checked Customs and Quarantine regulations? (http://www.australia.gov.au/topics/tourism-and-travel/customs-and-quarantine)
5. Organise to have at least Aud$1,500 available to you on arrival in Sydney? (Approximately Aud$500 in cash or possess funds available through credit/debit card)
6. Had medical/optical/dental check-ups?
7. Written down the contact details of your country's consulate in Sydney? and
8. Got locks for your luggage?

5.1.2   'Do's' and' Don'ts' on What to Bring

1. Most items you will need are available in Australia, though the cost of some may be higher than in your home country. Here is some advice on what international students may want to bring with them, and also what is not necessary; and
2. Remember you are only allowed 20 - 30kgs of luggage on the flight to Australia.

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5.1.3   DO Bring:

1. Clothing;
2. Electrical goods - computers, hair dryers, stereos and rice-cookers are items some international students choose to bring with them. However, bear in mind that these items may attract customs duty Goods and services tax (GST). If in doubt, refer to the section on Customs Regulations above;
3. Electricity adaptor plugs - Australia has 240-volt, AC 50 Hz cycle electricity;
4. Optical Spares – if you wear glasses or contact lenses you should bring spares;
5. Other personal items - you may find it useful to bring things like a small sewing kit, battery operated alarm clock, umbrella, dictionary, and prescriptions for medicines, sports gear, toiletries and other favourite personal items;
6. Document folder including:
      i. Valid passport and student visa (including photocopies);
      ii. Copy of your confirmation of enrolment form, your letter of offer and other material sent to you by AIST;
      iii. Receipts of payment for all fees;
      iv. Certified copies of personal papers, including academic transcripts, educational or work qualifications you may already have completed;
      v. Identification papers such as birth certificate, proof of citizenship, international driver's license;
      vi. Credit cards;
      vii. Your medical records, immunization records and school records of all accompanying family members;
      viii. Marriage certificate if your spouse is coming with you;
      ix. Receipts of goods you may bring with you to Australia to assist with assessing customs duty and/or GST; and
      x. If you intend to drive in New South Wales, you must bring your current driver's licence with you. If possible, have the licence updated to cover the duration of your studies.

5.1.4   DON'T bring the following

1. **Food** - Australia has strict quarantine regulations that limit what you can bring into the country, and you really don't need to, because Sydney is a multicultural, cosmopolitan city where you can get food from most countries; and
2. **Winter clothes** - it is advisable to buy your winter clothing in Australia, as it will be more suitable to the local climate.

5.1.5   When you arrive in Australia:

1. Contact your parents/relatives to let them know you have arrived safely;
2. Find long-term accommodation;
3. Collect your OSHC or Health Cover membership card;
4. Attend orientation;
5. Collect your student card; and
6. Open a bank account.

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5.2 Student Protection through Legislation

AIST follows all relevant Commonwealth and State laws and regulations. All of these documents and more can be sourced at (http://www.austlii.edu.au/databases.html). These acts form complex laws and legislations that all businesses must follow. AIST ensures its policy and procedures are in line with these regulations and provide the following summary of each for student's information. Students are encouraged to seek further information on each piece of legislation by accessing the Acts online or by speaking with a student services officer.

5.2.1 Commonwealth of Australia Acts

5.2.1.1 Copyright Act 1968

The copyright act is designed to protect the ownership and usage of books, websites, logos, songs, photos and many other forms of creative media. When using resources in the learning environment AIST ensures it complies with the act by ensuring all resource owners are noted and the all copies/distribution of copyrighted materials does not exceed regulated usage.

All students should ensure that any materials used when undertaking assessments should respect these laws and all quotes referenced appropriately.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

5.2.1.2 Disability Services Act 1986

In Australia laws are in place to allow people with disabilities a fair chance to work or learn in a field of choice. These laws forbid businesses tor discriminating against people with disabilities. This is well supported by many services in place to help organisations adapt their workplace to ensure all people can gain access to work or education if they desire it.

Students with disabilities are given equal access to training through AIST and AIST does not discriminate its employee based on Disability.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/dsa1986213/

5.2.1.3 Education Services for Overseas Students Act 2000

The ESOS Act is designed to provide international students quality education and training. It outlines a set of standards designed to ensure the level of service provided to overseas students meets or exceeds their expectations. The act sets out to:
   • Provide financial tuition assurance for course fees paid by International Students;
   • Enhance Australia's reputation for quality educational services; and
   • Complement Australia's migration laws.

Information on the ESOS Act was provided in your enrolment pack and will be discussed during your orientation. If you require any further information, please speak to a student services officer or at the following website.
For more information: http://www.comlaw.gov.au/Series/C2004A00757

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5.2.1.4 Equal Employment Opportunity Act 1987

The EEO Act is designed to promote a fair system for employment selection which is based on ability to do the job role. This is done through its support of the sexual and racial discrimination acts, its support of the Equal Employment for Women in the Workplace and through ensuring fair outcomes for part, full time and casual based employment and promotes a fair workplace for all.
AIST promotes equal opportunities for all people through acceptance and celebration of differences.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/eeoaa1987642/

5.2.1.5 Migration Act 1958

The Migration Act is designed to support the national migration systems in place in Australia. This is done through:

- • Regulation of all migration services;
- • Provide appropriate visas for entry and remaining in Australia; and
- • Provide services to facilitate the removal and deportation of who are in breach of this act.

As an international student, you have an obligation under the law to ensure you maintain your agreed standards of compliance as outlined in your visa. Please don't hesitate to discuss your concerns with a student services officer.
For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/ma1958118/

5.2.1.6 Racial Discrimination Act 1975

This act is designed to support each state and territory-based legislation to ensure that all people are not discriminated against for their racial background. Australia is very multicultural and to ensure a fair society for all, the act provides systems to allow legal prosecution for those who do not comply.
For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/

5.2.1.7 Sex Discrimination Act 1984

This act is designed to ensure that all people (especially women) are not disadvantaged through discrimination of others for:

- • Family responsibilities;
- • Potential pregnancy; and
- • Marital status.

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/

5.2.1.8 Workplace Relations Act 1996 (including amendments 2001, 2002, 2005, 2006)

Australia has a number of legislative policies to support a fair labour market, high employment levels, improved living and work standards, cooperative enterprise bargaining and agreements, fair award wages, involvement of unions in the workplace, assisting employers and employee set a balance of life and work priorities and respecting the diversity of the Australian workforce.
For more information: http://www.industrialrelations.nsw.gov.au/Home.html and
http://www.austlii.edu.au/au/legis/cth/consol_act/wraolaa1996489/

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5.2.2 State Acts

5.2.2.1 Work Health and Safety Act 2011

The Work and Health Safety (WHS) Act 2011 is designed to promote a safe working environment for all employees in NSW. It defines the responsibilities of the employer and the employees in the role to support safe working.

The act's objectives are to:

- Promote health safety and welfare of people at work
- Reduce the risks of health and safety whilst working
- Promote a safe work place for all
- Facilitate consultation and cooperation between employees and employers
- Provide strategies to reduce and eliminate workplace health and safety risks
- Provide strategies for management and systems for handling dangerous goods
- Manage the framework for WHS legislations

For more information: http://www.austlii.edu.au/au/legis/act/consol_act/whasa2011218/

5.2.1 Regulations and Codes

- Work Health & Safety Regulation 2011 –
  http://www.austlii.edu.au/au/legis/cth/consol_reg/whasr2011327/
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 - https://www.legislation.gov.au/Details/F2017L01182

The information provided in the Commonwealth and/or State Acts and/or Regulations listed above (5.2) is the guiding advice for the development of AIST policies and procedures.

5.2.2 Useful Websites

National Code Explanatory Guide: https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

All students may have access to any details concerning legislative requirements, Australian Qualifications and Training Institute and course information upon request to management.

Staff can access the legislation if desired at:

- Federal Government Legislation: http://www.austlii.edu.au/databases.html
- State Government Legislation: www.legislation.nsw.gov.au

Additional Information can be gained from - ESOS Act support page:

https://internationaleducation.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx

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5.3   Code of Practice

AIST follows all provisions and directions of the Standards for Registered Training Organisations (RTOs) 2017 and Standards for Registered Training Organisations (RTOs) Amendment 2017 and from this an organisational Code of Practice has been developed that is available on the website - http://www.mtad.edu.au/

5.4   Dissemination of Legislative Information, Institute and Course Information

Information covering all legislative requirements, Institute and course details, including Policy and Procedure documentation is disseminated to all students as both pre and post registration information through the following:

- Institute Policies and Procedures Manual
- Student Handbook
- Staff & Student Information Folder (Legislative Requirements)
- Student Orientation Handbook
- Student memos and notices
- Student Meetings

- Student and Staff notice boards
- Mail outs
- Institute Brochure, Posters
- Institute Website
- Reception

5.4.1   Education Services for Overseas Students Act 2000

All students may have access to any details concerning legislative requirements, Institute and course information upon request to management. It is recommended that for a full explanation of the student requirements that students access the ESOS Act by:

For more information: http://www.austlii.edu.au/au/legis/cth/consol_act/esfosa2000442/

The information provided in the Commonwealth and/or State Acts and/or Regulations listed above is the guiding advice for the development of AIST policies and procedures.

5.5   Critical Incidents

5.5.1   Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of the Institute community. Where a Critical Incident is defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

1.1   Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations such as Work-cover.

1.2   The Institute has a responsibility to abide by relevant Acts of Parliament such as Work Health and Safety Act 2011, Mental Health Acts, Disability Services Acts, Freedom of Information Act (Commonwealth) 2016.

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1.3 The Institute has a responsibility to staff and students in terms of their physical safety and emotional well-being, so the optimal learning and employment outcomes can be achieved.

1.4 Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore, it is the Policy of this Institute to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

2.1 Enables the Institute community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.

2.2 Supports pro-active strategies which will help minimise the occurrence of some critical incidents.

2.3 Encourages the early identification of potentially critical incidents within the Institute.

2.4 Ensures critical incidents in the workplace are managed in line with established Quality Management and Work Health and Safety objectives and Emergency or Disaster procedures.

2.5 Provides clearly accessible and understood directions for all personnel caught up in a critical incident.

2.6 Assists people to cope with critical incidents by providing appropriate practical and psychological support.

2.7 Provides appropriate assistance to people who may require longer term assistance.

2.8 Ensures ongoing training, support and review for staff

Procedure

The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Critical incidents are not limited to, but could include:

- absent students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

AIST will notify relevant authorities as soon as practical after the incident.

Any AIST staff member receiving news or information regarding a critical incident must contact the CEO as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident the CEO or senior person must:

- Create for themselves a clear understanding of the known facts;
- If an emergency exists, contact the relevant emergency services by phoning 000;
- If translators are required contact Translating and Interpreting Service by phoning 131 450;

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- If counselling services are required contact Life Line on 131 114;
- Plan an immediate response;
- Plan ongoing strategies; and
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, make and implement the following actions:

- Contact with next of kin/significant others;
- Informing AIST staff and students;
- Prepare a guideline to staff about what information to give students;
- Prepare a written bulletin to staff and students if the matter is complex; and
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries.

Managing media/publicity;

- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling;
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s; and
- Arrange access to emergency funds if necessary.
- Record the incident on the student file and include the following key details:
  - The time of the incident;
  - The location and nature of the incident;
  - The names and roles of persons directly involved in the critical incident;
  - The action taken by AIST including any opportunities for improvement; and
  - The organisations and people contacted by AIST

Students who request or are referred to welfare related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues will not be charged for the service. If AIST refers a student to external support services for any reason, AIST will not charge for the referral, but the student will be responsible for all external fees and charges.

5.6   Access and Equity

In accordance with current legislation, the Institute prohibits discrimination and harassment towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Sexual Preference (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

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Student and staff placements, grievance considerations, Institute policies, procedures and practices, physical facilities, training practices are all conducted with sole regards to considerations of appropriate selection criteria, qualifications, experience, timetabling restrictions, student needs, and physical accessibility.

What is Equity?

Equity is about ensuring that all people have the support that they need to access, participate and achieve to the same level. Equity is not the same as Equal Opportunity which is about making sure that people are not discriminated against and treated unfairly on the basis of difference. Equal opportunity focuses on everyone having an equal start whilst equity focuses on participation and achievement to an equal level.

What are Equity Groups?

In the past certain groups of people were actively not included in education and training programs. Sometimes it was a deliberate exclusion whilst others were based on misunderstanding or lack of forethought. Historically these groups became known as equity groups in order to highlight their situations and address the disadvantage they clearly experienced and continue to experience today. Some groups of people are still under represented in vocational programs and employment.

These groups include:
- Women;
- Aboriginal people;
- People from culturally and linguistically diverse backgrounds;
- People with disabilities;
- People living in rural and remote areas;
- People without adequate literacy and numeracy skills;
- Offenders (including young offenders) and prisoners; and/or
- People of low socio-economic status

AND
- Unemployed people aged over 45 years

However, it needs to be remembered that none of these groups is homogenous and there will be members of these groups who do not experience any disadvantage while others will experience multiple levels of disadvantage.

What is Diversity?

Diversity is the recognising and valuing of individual differences. If we don't offer all people, the opportunity to develop and use their skills and abilities then we are denying the community access to much needed resources.

What is Access and Equity?

Access and Equity is about removing barriers and opening up opportunities. In relation to training it means ensuring that people with different needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location etc. It requires AIST to identify and address the training needs of all students.

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Legal Responsibilities

All VET trainers have a legal responsibility to ensure that discrimination does not occur. Legislation which provides protection against discrimination includes:

Commonwealth Legislation:
- Racial Discrimination Act 1975;
- Sex Discrimination Act 1984;
- Human Rights and Equal Opportunity Commission Act 1986;
- Disability Discrimination Act 1992; and
- Racial Hatred Amendment 1995.

The Disability Discrimination Act (DDA) 1992
http://www.austlii.edu.au/au/legis/cth/consol_act/daaa1992346/

The Disability Discrimination Act aims to eliminate, as far as possible discrimination on the grounds of a disability in areas of education, access to public premises, and employment. The definition of a disability under the Disability Discrimination Act is broad and inclusive of physical, intellectual, psychiatric, sensory, learning, neurological, physical disfigurements and the presence in the body of disease-causing organisms.

All staff members have a responsibility to ensure that students do not experience any form of discrimination.

Under the DDA, training providers are obliged to:

- Ensure learners with disabilities are not unlawfully discriminated against when seeking to enrol in a course of study;
- Negotiate and implement any adjustments necessary to enable learners with disabilities to participate in a course to the same extent as other learners; and
- Ensure assessment procedures and methods are adapted to enable learners with disabilities to demonstrate the knowledge, skills or competencies being assessed.

Reasonable Adjustment
Under the DDA it is expected that training organisations will sometimes need to make adjustments to ensure equal opportunity for students with disabilities. The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by learners with a disability, rather than provide learners with a competitive advantage. This can include administrative, physical or procedural modifications.
Adjustments or changes will be made to any "standard" learning or assessment process to accommodate the unique learning needs of any individual as far as possible within the constraints of the training package. Trainer/assessors will seek to be aware of language and literacy issues and recognise that we are looking for methods to determine the skills and knowledge that the student has relating to the unit of competency and not looking to assess their English language or physical abilities unless it is directly related to the unit of competency.

Unjustifiable hardship
The DDA does not require training organisations to admit a student when the services and supports needed by that student would cause unjustifiable hardship to the organisation. Whether or not a learner with a disability poses unjustifiable hardship for a Registered Training Organisation will depend on the circumstances of the case. It will be decided on a case by case basis keeping in mind the intent of the DDA. No single factor alone is likely to constitute unjustifiable hardship. All relevant factors must be weighed up to see if, in all the circumstances, there is unjustifiable hardship.

Disclosure

Some disabilities are not visible or obvious and may be referred to as hidden disabilities. These may include mental illnesses and psychiatric disabilities. It is the right of a person with a disability to decide who and when to tell about their disability. Diagnosis and treatment should be left to the appropriate personnel but is good to investigate and understand the facts about psychiatric disability and not to make prejudgments or assumptions. All people pass through a selection process to gain entry to a course. Selection criteria should only relate to the core components of the course. The DDA is not intended to provide students with a disability with an advantage for entering training. It is to eliminate disadvantage and discrimination. Generally, ability to be employed in the area of the course of study should not be a requirement of selection.

Role of the RTO

It is important to remember the following points:

- Do not make assumptions;
- Treat every person on an individual basis;
- Do not assume that all people from an equity group require identical support as many people are skilled at adapting their environment to accommodate their needs (often the solutions to their needs are simple and inexpensive);
- Consult individuals about their needs before requesting or implementing adjustments; and
- Only ask for the information that you really need. For example: what adjustments the person requires or how the disability might impact on their study.

Learner Rights

Any learner who feels that they have been discriminated against can lodge a complaint with the Human Rights and Equal Opportunity Commission (HREOC). Complaints can be taken to the Federal court if settlement is not achieved. HREOC can provide advice about the procedure for doing this. Any person in a Registered Training Organisation and anybody or establishment responsible for the control of the training organisation could have a complaint brought against them under the DDA (e.g. front counter staff, individual lecturers, Program Managers, Managing Director, members of Institute Governing Councils).

Settlement may include:

- An apology;
- An agreement to enrol a learner with a disability;
- An assurance that learners with disabilities will not be treated;
- In a certain unfavourable way in the future;
  OR
- Compensation.

Should a complaint proceed to the Federal Court, the training provider would need to show why reasonable adjustments to accommodate the needs of the person with a disability impose an unjustifiable hardship.

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What is an equitable RTO?
An equitable RTO will…
Create a positive image by:

- Promoting successful outcomes to staff to avoid stereotyping and challenge limits,
- Challenging media images and misconceptions with case studies of achievement,
- Ensuring organisational policies proactively eliminate discrimination,
- Ensuring all courses are marketed to community organisations and advocacy groups within the area AND
- Making course information available in a variety of formats e.g. Internet (using accessible websites), print and audio copies, and large print.

Create a learning environment that recognises students' needs by methods such as:

- Evaluating suitability of learning materials and assessment processes for all clients. For example, use of audio tapes to support written text; use of captioned videos; availability of recognising text for perusal of course materials
- Ensuring support and counselling is available and easy to find
- Offering a wide range of course options
- Assisting students to identify and arrange additional services such as interpreters and trained note-takers
- Consult with the relevant stakeholder organisation
- Evaluating customer service procedures and training of support staff to ensure their responsiveness AND
- Ensuring qualified tutorial support is available and factored into the course costing for all learners

5.7 Work Health and Safety

The safety of staff and students and other clients is of primary importance the AIST. The Institute observes all Work Health and Safety legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly.

5.8 Catering to Diverse Student Learning Needs

AIST aims to identify and respond to the learning needs of all students. It is Institute policy that all trainers are to identify, at the start of training, the leaning and assessment needs of their students. This may be accomplished informally through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. AIST helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, Suggestion Box, trainer discussion and an open invitation to approach staff with suggestions at any stage. Again, these strategies provide staff with the required student-based information for use in designing client training, facilities and services and assessment strategies

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5.9　Communication (LLN) Support

All courses incorporate competency units, which focus on communication skills. In addition, language, literacy and numeracy support is accessible to all Institute students and can be organised on a case-by-case basis during student orientation day. The Training Manager will organise required communication support.

5.10　Student Welfare & Guidance

AIST will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

a)　Student support services available to students in the transition to life and study in a new environment;

b)　Legal services;

c)　Emergency and health services;

d)　Facilities and resources;

e)　Complaints and appeals processes, and

f)　Any student visa condition relating to course progress and/or attendance as appropriate.

AIST will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

AIST will provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If the Institute refers the student to external support services, the Institute will not charge for the referral.

AIST has 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.

AIST has designated members of staff or members of staff to be the official point of contact for students. The student contact officer in the first instance is Institute Reception who will immediately refer the individual to the Training Manager or the most senior Staff/Administrative Member, on site at the time, and they will have access to up-to-date details of the Institute's support services.

AIST has sufficient student support personnel to meet the needs of the students enrolled with the Institute.

AIST ensures that its staff members who interact directly with students are aware of their and student's rights and obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

Problem	Website	Phone no
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	http://www.health.nsw.gov.au/	9391 9000
Asthma	www.asthmansw.org.au/	1800 278 462
Consumer credit and debt	http://financialrights.org.au/	1800 007 007

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Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9623 5577
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence	http://www.domesticviolence.nsw.gov.au/	1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Wesley Mission)	http://www.wesleymission.org.au/	1300 924 522
Drugs and mental health	www.thewaysidechapel.com/	9581 9100
Families & friends with mental illness	www.arafmi.org/	1800 655 198
Eating disorders (Wesley Mission)	http://www.wesleymission.org.au/	1300 924 522
Eczema	http://eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	**www.epilepsy.org.au/**	1300 374 537
Family planning information	http://www.fpnsw.org.au/	1300 658 886
Gambling Counselling (Wesley Mission)	http://www.wesleymission.org.au/	1300 924 522
Gay & lesbian counselling line	http://www.livingproud.org.au/living-proud-services/community-services/phoneline/	1800 184 527
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	www.hepatitisc.org.au/	
HIV/AIDS	http://www.afao.org.au/	9557 9399
Telephone Interpreter Service	https://www.tisnational.gov.au/	1800 131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9339 6000
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 792 798
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	1300 736 966
Schizophrenia	www.sfnsw.org.au/	1800 985 944
Smoking - Quitline	http://www.health.nsw.gov.au/	13 78 48
Suicide Prevention	http://www.beyondblue.org.au/	1300 22 4636
Victims of crime support	http://victimsofcrime.com.au/	1800 000 055
Women's refuge referral service	https://www.vinnies.org.au	9568 0262

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5.10.1 Fees for Welfare Services

Internal counselling services and referrals to external services will be provided at no additional fee to students. External services may incur fees and may also be covered by OSHC. Refer to 6.9 in this handbook.

5.10.2 Legal services

If there is an unusual situation such as an accident or issues with your landlord during your stay as an International student, you may need legal advice. We can counsel you to a point but then we will refer or recommend you to professional legal advisors that are available from Migrant Centres and from Solicitors that are known to the Institute. You can also visit the website of ACT Law Society at https://www.lawsociety.com.au/ for more information on seeking legal advice.

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6.0   Institute Entry Requirements

6.1   Student English Levels

All delivery, assessment and instruction are carried out in English. The type of English used is Academic and Business English with a high component of Technical English and subject specific jargon. English Proficiency is required to be certified for International applicants: IELTS 5.5 or equivalent. Students with below the required English language level cannot be enrolled in a Vocational Education Skills course. It is possible that they can be enrolled in specific English language programs.

Process

- All students will be required to complete an Internal English Test to validate their current levels. Inaccurate or different than presented or certified outcomes will require referral to a suitable organisation for additional English language determination and/or tuition at the student's expense.

- The suitable English provider will issue an eCoE for the student and AIST will cancel the existing eCoE and issue a new eCoE with a new start and end date.

- During delivery and assessment at AIST, trainers will assist students with English whenever possible especially with jargon and technical terms.

English language provider test	Minimum test score	Minimum test score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet-based test	46	35	32
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147
Pearson Test of English Academic	42	36	30
Occupational English Test**	Pass	Pass	Pass

6.2   Student Academic and/or Work Experience Levels

Entry requirement for Diploma and Advanced Diploma Courses:

It is an entry requirement for Diploma and Advanced Diploma courses that all registering students must have completed a minimum of Year 12 or has enough work experience to enable them to handle technical English.

Entry requirement for Graduate Diploma Course:

It is an entry requirement for Graduate Diploma that all registering students must have completed a Bachelor degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise.

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or

Have completed a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise.

or

Five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.

6.3   Student Age & Academic Entry Requirement

Students must be 18 years or older to enrol in the AIST courses and have completed the equivalent of the Australian Record of School Achievement or a higher qualification.

6.4   International Students

AIST is bound by the Education Services for Overseas Students (ESOS) Act (latest version 2000) and the National Code (2018) when dealing with international students. International students are also expected to abide by all current legislative requirements.
http://www.austlii.edu.au/au/legis/cth/consol_act/esfosa2000442/ and
https://internationaleducation.gov.au/Pages/default.aspx

6.5   Financial Capacity Requirements

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

You might need to provide evidence of your financial capacity with your visa application. Check the Document Checklist Tool (disclaimer) to find out the evidence you need to provide. **-** https://www.homeaffairs.gov.au/trav/visa-1/500-

If the Document Checklist Tool lists evidence of financial capacity as a requirement, it must be included at the time of lodgement or your visa application could be refused without requests for further information.

If you do not need to provide this evidence with your application, we have discretion to ask you for this during the application process.

If you need to provide evidence of financial capacity, you will be able to demonstrate this by providing one of the following:
- **Evidence** of funds to cover travel to Australia and 12 months' living, course and (for school aged dependants) schooling costs for the student and accompanying family members
- **Evidence** that you meet the annual income requirement

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6.6   Student Visa Conditions

- You must abide by your visa conditions or your visa could be cancelled. Different visa conditions apply to you and your family members.
- You can check your visa conditions in Visa Entitlement Verification Online (VEVO) - https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)
- You must comply with the state and territory laws of Australia.

6.7   Student Visa Grant Period

A student visa is usually granted for up to five (5) years, but it could be longer under some circumstances.

We might consider granting a student visa for longer than five years where:

- A student is studying a medical or architectural degree that could take up to six years to complete; or
- There is reasonable course progression, for example where each course is a pre-requisite or foundation for the next course in the package.

6.9   Overseas Student Health Cover (OSHC)

You can select an approved OSHC provider and pay for the policy yourself. AIST will refer you to a list below for the providers only, as you need to complete this task as an individual.

If your education provider arranges your OSHC coverage, you will need to know the name of your health insurance provider, the date that your policy starts and finishes and should be aware of the terms and conditions of your policy. If you arrange OSHC coverage yourself, you will also need to know the policy number to include in the visa application.

You do not need OSHC if you are:
- a Norwegian student covered by the Norwegian National Insurance Scheme
- Swedish student covered by Kammarkollegiet
- a Belgian student covered under the Reciprocal Health Care Agreement with Australia.

AHM	http://ahmoshc.com/english.aspx
NIB	http://www.nib.com.au/overseas-students
Bupa	http://www.bupa.com.au/health-insurance/cover/oshc
Medibank	http://www.medibank.com.au/oshc/
Allianz (Worldcare)	https://www.oshcallianzassistance.com.au/
Compare All	http://www.bupa.com.au/health-insurance/cover/oshc

6.10   Course Packaging

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Students can apply to undertake two or more courses on their Student (subclass 500) visa where there is clear progression from one course to another. This is known as course packaging.

The final course that you will undertake as part of your package of courses is your main (or principal) course of study. Your main course of study will be used to determine your financial and English language evidentiary requirements.

To be granted a visa for the full duration of the packaged courses, you must provide confirmation that you are enrolled in all of the courses.

If your visa application includes a package of courses, you can only have less than two calendar months elapse between courses. The only exception to this is when the first course finishes at the end of the standard academic year and the next course commences at the beginning of the standard academic year.

For example, the academic year generally ends in November and starts again in February the following year, three to four months is an acceptable gap between courses.

A student visa for the full package will only be granted if the duration of the package does not exceed the maximum visa grant period.

If you already hold a student visa and change courses (within the same sector), this could affect your course start and end dates.

You must abide by the conditions of your visa, including remaining enrolled in a registered course. If there is a gap of more than two months between your courses (except where a standard academic year ends and begins) your visa could be considered for cancellation. We will take into consideration each situation on a case by case basis. These factors include whether a student has no other option but to enrol in a course which leads to a longer course gap, whether the student has a good academic record, and whether it is reasonable to expect the student to enrol in another course during the course gap.

If you have enrolled in a new course but you have an extended course gap that could lead to your visa being cancelled, you could choose to enrol in a short course to fill the gap. The course can be in any sector, for example, ELICOS or vocational education and training, or higher education.

6.11   Changing Courses

If a Student holds a visa and they desire to change their course of study, they must ensure that they continue to meet all the conditions that apply to their student visa.

If they have not completed six (6) months of their principal course (the main course of study they are undertaking) and they want to change their education provider, the ESOS National Code Standard 7 explains the circumstances in which this will be possible. Unless special circumstances apply, a student needs to have permission from their existing education provider to transfer to another education provider.

If they want to transfer, AIST must assess or consider the request to transfer. Students must make sure they understand the AIST transfer policy, and what their written agreement says they must do, before they attempt to enrol with a new education provider.

If AIST does not give they permission to transfer to another education provider and students are not satisfied with the outcome, they should first use their education provider's internal appeal process. If they are still not

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satisfied, they can appeal the education provider's decision at an external complaints handling body such as the Territory Ombudsman.
 http://www.ombudsman.gov.au/making-a-complaint/overseas-students

If a student has changed courses or education provider AIST will be notified electronically by their new education provider. They do not need to send their CoE to DHA.

AIST will not allow a registered student to transfer from AIST within the first six (6) months of their course until AIST has assessed the student's request to transfer within this restricted period.

AIST will grant the student's request where:
   a. The transfer will not be to the detriment of the student;
   b. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made;
   c. The student can register into the other course at an appropriate point in the course; and
   d. The student's current academic progress indicates that the student can manage the new course.
Note that:
   1. Students should allow a minimum of five (5) working days to assess the student transfer request;
   2. If approved the Letter of Release, if granted, will be issued within the five (5) day working period at no cost to the student and will advise the student of the need to contact DHA to seek advice on whether a new student visa is required;
   3. If a transfer is granted AIST will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure which states, "Refunds will be paid no later than four (4) weeks after the application for refund is made." and provide the student with a written statement; and
   4. Students may use AIST Complaints and Appeals process or involve an independent 3rd party at any time.

Where AIST does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to appeal using AIST's Complaints and appeals process.

Students holding a Student visa (subclass 500)

If you already have a student visa and want to change your main course of study to a lower Australian Qualification Framework (AQF) level course or a non-AQF level course, you will generally need a new student visa. This requirement applies even if the course you change to is with the same education provider.

You will not need to apply for a new visa if you are changing from an AQF level 6 Advanced Diploma to an AQF 5 Diploma course.

If you are studying a non-AQF course and want to transfer to an AQF course, you would not need to apply for a new student visa.

6.12   Work Conditions for Student Visa Holders

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa.

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You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:
- Is of benefit to the community
- Is for a non-profit organisation
- Is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 40 hours.

If you are a postgraduate research student:
- You can work a maximum of 40 hours per fortnight during any preliminary courses you undertake; and
- If you have commenced your masters by research or doctoral degree in Australia, there is no limit on the number of hours you may work.

6.12.1 Family Members Granted Permission to Work

6.12.1.2 Family Members

- **Must** not start work until the primary visa holder has commenced their course in Australia**; and**
- **Can** work up to 40 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

6.12.1.2 Fortnights

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

An example of how 40 hours a fortnight is calculated: After their course has commenced, a student visa holder works the following numbers of hours over a four (4) week period:
- Week one (1) - 15 hours work
- Week two (2) - 25 hours work
- Week three (3) - 25 hours work
- Week four (4) - 10 hours work.

In the fortnight comprising weeks one (1) and two (2) above (40 hours worked in that 14-day period) or in the fortnight comprising weeks three (3) and four (4) above (35 hours worked in that 14-day period), the work condition is not breached. However, the student visa holder has breached their work condition in the fortnight comprising weeks two and three above (50 hours worked in that 14-day period). Students found to have breached their work conditions might be subject to cancellation of their visa.

6.12.1.3 Course in session

DHA considers your course to be 'in session':
- For the duration of the advertised semesters, including examination periods;

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• When you are undertaking another course, during a break from your main course and points from that course will be credited to your main course.

6.12.1.4   Additional Information About Student Visa Work Conditions

You can view your visa online using Visa Entitlement Verification Online (VEVO). VEVO is a free internet service available 24 hours a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online. - https://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)

6.13   Tax File Number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office. - https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/

6.14   Attendance and Academic Progress Requirements

Students who are in Australia on student visa are required to:
• Attend AIST for 14 hours of supervised tuition per week; and
• Maintain a satisfactory academic record at all times i.e. such that at their current rate of academic progress (in excess of 50% success) they will be able to complete their course by their due completion date.

All students are required to abide by all legislation and AIST terms and conditions.

Illness or other excused absences must be supported by documentary proof. These should be submitted as soon as possible after the absence and be available to submit to DHA.

All international students need to be reminded that DHA will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) in excess of 50% success for visa maintenance and extensions. In addition to that students must notify the Institute of the change of contact details as soon as they occur and also make sure that they have valid visa at all the time. As part of the supervision of overseas students on student visas AIST must notify DHA about student failure to maintain satisfactory academic progress via the Provider Registration and International Students Management System (PRISMS). https://prisms.education.gov.au

6.14.1 Marking Attendance Rolls

Attendance rolls will be marked for every delivery and assessment session including periods of guided research projects.

Trainers will mark the attendance rolls twice per session – the first roll call within the first 15 minutes and the second roll call within the last 15 minutes for each pre and post break sessions.

Trainers are to follow the instructions as printed on the bottom of each class roll and to only use the coding as instructed

Procedure

1. Attendance is to be recorded for every session for every student;

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2. Trainers are to call out student names/numbers and record attendance under the appropriate day/dates;
3. Students are never to handle or mark attendance rolls;
4. Rolls must be returned to the staff pigeon holes after every session;
5. Rolls must never be removed from Institute premises. For excursions use blank rolls and transfer attendance data;
6. Trainers are to initial the attendance for every day;
7. Attendance is to be recorded as: / = partial attendance (1st roll call – in the first 15 minutes), \ = partial attendance (2nd roll call- in the last 15 minutes), ✕ = full attendance, a = absent; and
8. Sick is never to be recorded or determined by a trainer as this will be recorded by the registrar but please attach any submitted sick certificates to the roll.

6.15 Confirmation of Enrolment

AIST will only create CoE for overseas students on a student visa and who are studying their primary course at AIST. That is if the student is applying for a student visa to study a course or a course package offered by AIST. AIST may issue letters of offer to all intending students.

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6.16   Students with Institute Age Dependants

Students with school age dependants are reminded that all school age children must attend a government approved school for the duration that they are in Australia. Full school fees will be charged, and the student should make provision for these costs in their financial budgets.
http://www.immi.gov.au/students/students/bringing_family/

6.17   Leave Entitlements

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Therefore, all student leave is to be restricted to the official Institute breaks. In cases of exceptional compassionate circumstances beyond the students control e.g. bereavement and sickness provision may be made for leave entitlements.

In cases of bereavement e.g. death in the immediate family, students must provide AIST with documentation covering the reason for bereavement leave and evidence of return air fares etc.

Sickness must be evidenced by a doctor's certificate from a registered practitioner i.e. with a medical provider number on the certificate. All other certificates are not acceptable. AIST must sight original medical certificates before approving medical leave.

6.18   Punctuality

Students should be at the Institute on time and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called will receive partial absences.

6.19   Preparation

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationary with you and any texts and references that are required.

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7.0   Training Delivery

7.1   Competency Based Training

All training at AIST is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

Competency based training and completion is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency based training programs are comprised of competency standards set by industry that each student is assessed against to ensure all the outcomes required have been achieved.

Progression through a competency-based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work, not by time spent in training. This way, students may be able to complete a program of learning much faster.

Registered training organisations (RTOs) have the prime responsibility for assessment of competency, consistent with the provisions of the Standards for Registered Training Organisations (RTO) 2017. However meaningful and on-going consultation is required with the employer and the apprentice around the development, delivery and monitoring of a training plan and the attaining of competencies within the relevant qualification.

7.2   Training Package Requirements

All AIST courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages. Students may have access to these packages or course outlines and familiarize themselves with all competency unit criteria. http://training.gov.au/Home/Tga

7.3   Professional Staff Recruitment

All the Institute staff is employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. AIST follows employment legislation and promotes EEO principles in its recruitment practices.

7.4   Guest Trainers

At AIST, we recognise the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore, lectures may incorporate guest trainers form industry or professional association whenever possible.

7.5   Flexible Delivery

AIST practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students. It is Institute policy that trainers must adopt a modified lecture approach i.e. a maximum of 50% of tuition time may be trainer-lead explanation and discussion, with the remaining 50% focusing on student lead activities.

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At all times learning at AIST will be:

- Student focused;
- Current in terms of the information and case studies used;
- Based on dialogue, using current business English;
- Applied – not theoretical only; and
- Practical involving students in hands-on activities.

At the start of each delivery UOC trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual

The Institute is an English Emersion learning environment and class discussions are to be conducted in English only.

7.6   Excursions

AIST encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at AIST may also be required to attend excursions as part of certain units.

Excursions will be documented on the Excursion Form and written into lesson plans. Trainers will be required to account for the academic purpose of the activity by relating the activity to the competency units in the lesson plan.

7.7   Training Outcomes

All delivery and assessment are geared towards one final outcome only - that is the awarding of a nationally recognised qualification or statement of attainment. Therefore, delivery and assessment will be conducted according to the competency unit criteria as stipulated in the respective training package.

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8.0   Assessment

8.1   Process

Each qualification offered by AIST includes a required package of Units of Competency (subjects) which can be reviewed on the website www.aist.edu.au. Each Unit of Competency (UOC) includes multiple assessment methods. These methods include:
- Written Assignments; and/or
- Projects; and/or
- Role Play; and/or
- Demonstration/Presentation including Observation; and/or
- Question and Answer.

Each individual course assessment method explanation can be requested by contacting info@aist.edu.au and the explanation will also be supplied at your orientation. A delivery strategy adopted by AIST is that each UOC, including assessment methods, will be presented at the commencement of training delivery and student will be required to acknowledge this presentation.

8.1.1   Attendance

Some Vocational Education and Training (VET) providers are required to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course. This requirement does not currently apply to AIST.

8.2   Monitoring Academic Progress and Intervention

AIST will inform overseas students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements, where applicable.

In accordance with legislative requirements AIST will notify and counsel students of their visa non-compliance and subsequently advise DHA or report students to DHA via PRISMS for all students who do not comply with the satisfactory academic performance requirements. Lack of academic progress is reportable.

The expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration for the course. This means that AIST will need to monitor the progress of overseas students to ensure they are able to complete the course within the expected duration specified on the CoE.

To maintain satisfactory course progress, a student is expected to maintain satisfactory attendance, as well as participate in classroom learning activities. Students are also required to successfully complete all their assessment tasks. This represents satisfactory course progress.

Where a student fails one (1) or more assessment methods within a single Unit of Competency (UOC), they are to be re-assessed once, free of charge, and this must be completed within the immediate operational term, as per AIST's re-assessment policy. If the student does not pass one (1) or more assessment methods following the free re-assessment period they are to be offered two (2) more opportunities for re assessment, with the provision, that they must be charged a fee for each opportunity within the same or immediate following term.

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8.2.1   Course Progress and Intervention

AIST will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods (A study period is determined to be two terms), you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal AIST decision to report you to DHA. However, an appeal will only be considered if AIST has not:
- Recorded or calculated the student's marks correctly;
- Provided appropriate support as set out in this policy;
- Implemented other policies such as assessment and feedback which could impact on the student's results; or there are compassionate or compelling reasons high have contributed to the unsatisfactory progress. Circumstances that are compassionate or compelling circumstances include (but are not limited to):
  - Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - Bereavement of close family members such as parents or grandparents (this does not apply to extended family);
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
  - A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports);
  - Where AIST is unable to offer a pre-requisite unit;
  - Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa; or
  - Where a study load is reduced due to difficulties with meeting course progress requirements, this may mean that a student will need to do additional subjects in future sessions to complete their course in the time specified in their student visa.

Student Plagiarism, Cheating or Collusion

AIST has a no tolerance policy for plagiarism, cheating or collusion. Students are expected to act with integrity always and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

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Where a student is suspected of plagiarising, cheating or colluding, AIST will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

Definitions

Cheating - this is the use of any means to gain an unfair advantage during the assessment process. Cheating may include copying a friend's answers, using mobile phones or other electronic devises during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Plagiarism - plagiarism is the submission of somebody else's work as if it was the student's own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all the submission this also constitutes plagiarism. If a student copies another student's work and passes this of as their own, then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assignments they must identify who produced them and in what publications they were found. If students do not do this, they are plagiarising. If students are including other peoples; work in submissions e.g. passages from books or websites, then reference should be made to the source.

Collusion - this is the presentation by a student of an assignment as his or her own which is the result of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

8.3   Intervention

AIST will provide best-practice student academic support and intervention to optimise achievement of learning outcomes as well as satisfy the provisions of Standard 10 of the *National Code 2018*. Coherent processes including academic monitoring are established to identify and refer at-risk students. The intervention strategies to which students are referred include:
   • Academic skills support;
   • Additional English support;
   • Additional tutoring/study groups;
   • Personal counselling;
   • Reduction in course load;
   • Placement in a more appropriate class

Procedure

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These procedures outline intervention strategies for students at risk of not meeting satisfactory course progress requirements, or of meeting their academic potential.

The procedures specify:
- Procedures for contacting and counselling identified students;
- Strategies to assist identified students to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

8.3.1 Identification of At - Risk Students

At-risk students are addressed through several intervention strategies. Students are categorised as being at-risk if they:
- Have failed half or more of their units in a given term; and/or
- Have failed the same unit twice; or
- Demonstrate difficulty with set diagnostic assessment pieces early in each term.

Intervention can also be triggered through a student's referral from the individuals below:
- The student themselves.

This intervention strategy includes provision for:
- Where appropriate, advising students on the suitability of the course in which they are enrolled;
- Assisting students by advising them of opportunities for a student to be reassessed for tasks in units or subjects where they have previously been assessed Not Yet Competent (NYC), or demonstrate the necessary competency in areas in which they not previously been able to demonstrate competency; and
- Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA and cancellation of his or her visa, depending of the outcome of any appeals process

8.3.2 Activation of Intervention Strategies & Identification Intervals

Every student's academic progress will be reviewed every five (5) weeks or at the end of each term whichever comes first. Students assessed as being at risk of academic progress or achieving less than 65% competency will be referred for Intervention assessment review. Students identified as requiring intervention will be contacted by their respective trainers by telephone in the first instance or by letter in the second, and an interview organised to determine an action plan at the earliest convenience.

The second (2nd) stage of intervention will be immediately implemented if a student is deemed by their trainer to be unresponsive to the strategy and therefore the Training Manager will conduct an interview and determine a forward progress plan or alternative strategies such as suspension or cancellation.

8.3.3 Plans

Plans developed by trainers and/or the Training Manager will involve the student undertaking remedial work to assist in gaining competency. Remedial tasks may be conducted at the Institute or at a student's convenience dependant on the task required. This service will be provided at no additional cost to the student unless it conflicts with the reassessment fee structure.

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8.3.4 Appeals

The student has 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress – 20 Days letter to appeal AIST's decision on the following grounds:
• AIST has not calculated or recorded the results accurately or correctly;
• Compassionate or compelling circumstances; and
• AIST has not implemented its intervention strategy and/or policies according to the documented policies and procedures available to students.

All appeals must be made in writing on the Student Appeal Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

After completion of the appeals period, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:
• The student chooses not to appeal;
• The student withdraws from the appeals process;
• The outcome of the appeals process favours AIST's decision.

8.4 Competency Grading

8.4.1 Unsatisfactory Academic Progress

A student who is identified as "intervention level 2" and who fails to demonstrate competency in at least 80% of the course requirements in a study period will be deemed as making unsatisfactory academic progress. The student will be provided with a written notice of intention to exit them from the Institute and the complaints and appeals processes, and that they have 20 working days in which to do so. Whilst this process is being conducted the student will be permitted to attend classes and will be placed on an "intervention level 2" condition for the semester.

Academic Warning Action
• The Administration Officer monitors student academic results upon completion of delivery unit;
• The Training Manager mails out unsatisfactory Academic Warning Letter;
• Follows-up warning letter with phone call to organise a counselling session; and
• Make electronic entry and files copies in student file.

8.4.2 Calculations to Determine Academic Progress

Period Duration

The following calculation is to be used for determining academic progress and can be used for study periods or complete programs the result will indicate the current progress. It may be possible for a student to have less than 80% progress and still be able to recover to above that figure. To determine this, use the calculation below:

$$\frac{\text{UOC successful}}{\text{Total UOC for the period}} \times \frac{100}{1} = \text{Percentage Academic Achievement}$$

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AIST follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either 'C' – competent, "NYC' – Not Yet Competent. Early withdrawals from a delivery unit will result in the recording of an 'NYC' whilst non-attempted subjects will be recorded as an 'NA' – not assessed.

Individual UOC assessment methods will be graded 'S' - Satisfactory or 'NS' Not Satisfactory and recorded on the individual assessment method responses as well as the Competency Summary for the qualification.

Students have the right to appeal assessment results and should follow the Student Grievance and Appeals Procedure for this situation.

8.5   Industry Consultations

AIST liaises with industry in an effort to confirm that: Current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and assessment strategies, assess significant points and provide results that are useful to prospective employers.

AIST seeks industry contact through: Letters to industry. It happens through means of Letters. They issue letters stating Consultation and the Representations, membership of professional, industry organisations; employment of training staff with local industry skills and experience; contact with Skills Councils; guest trainers; excursions; use of local media – newspaper, magazines, journals etc. in training.

8.6   Flexible Assessment

The AIST assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies. Students are provided with every opportunity, within their course duration, to obtain and show competency. Students who are not able to show competency after the completion of their course will have the opportunity to re-enrol in the course and complete the outstanding subjects.

At the start of each delivery unit trainers will identify the assessment needs of students and program a range of assessment strategies to meet these needs. Such assessment strategies might include: formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answers, case studies etc.

8.7   Assessment Validation/Moderation

8.7.1   Validation

Validation is a quality review process. It involves checking that assessment tools produce valid, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package can be met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. This process is normally conducted prior to the use of a resource.

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8.7.2 Moderation

Moderation is the process of bringing assessment judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same Unit(s) of Competency. It is an active process in the sense that adjustments to assessor judgements are made to overcome differences in the difficulty of the tool and/or the severity of judgements. This process is normally conducted after the use of a resource.

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8.8 Assessment Recording

The trainer of the delivery unit conducts the assessment and evaluates the student's academic performance. Academic results are recorded by competency unit on the Student Competency Summary. This record is then entered onto the electronic SMS. Students are able to access this data base by using their individual codes that are provided at the initial induction, through their personal Internet Portal linked to the SMS. Students can only access academic progress by this method.

8.9 Late Submissions

The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the Assessment Task Cover Sheets.

Students will be permitted to submit assessment tasks at any time during their course. An automatic 'NYC' will be awarded to any assessment task not submitted.

8.10 Incomplete Assessment

Students not completing all assessment tasks by the end of a unit or past the last method submission date will be awarded an 'NYC' for that unit and provided every opportunity to submit the outstanding tasks by the end of their course. The 'NYC' result will be reconsidered upon the submission of assessment tasks.

8.11 Appeals for Reassessment

All appeals should follow the Student Grievance Procedure. Appeals regarding assessments will generally be conducted through an interview first with the trainer and then the CEO/Training Manager. A copy of the assessment task under question should be brought to the interview (a copy of all assignments has to be made by students prior to submission).

8.12 Student Submission of Group Work

In areas where the development of group skills is important students will be allowed the opportunity to submit group assessments as the product of the contribution of all work team members. Instructors/Assessors will ensure that group work is appropriate for the task and that a maximum group size is set and that students list on the covering page each team member's name with a description of individual contributions.

8.13 Oral Assessments

This type of assessment takes the form of an assessor observation of interaction, leadership, content, contribution and the planning capabilities of students. The instructor will provide students with a marking scheme or a checklist before the presentation and a review after the presentation.

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9.0   Recognition of Prior Learning (RPL) and Exemptions

9.1   Recognition of Prior Learning

Students may apply for RPL on the basis of previous and/or current work experience, life experience or non-accredited training. Only the supervising trainer as the course Training Manager may validate an RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL Information kit which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

9.2   Exemptions and National Recognition

To comply with national recognition standards AIST recognises the qualifications issued by other Australian RTO's and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on AIST course profiles. Only the supervising trainer and the course Training Manager may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information Kit. Students will be informed in writing as to the results of their application and any further evidence is required.

The granting of RPL will reduce course length. DHA will be notified as to the new course length. Any adjustments to course price due to RPL or exemptions must go through the Registrar only. Forms are available at the Institute Reception.

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10.0 Registration

10.1 Subject and Course Registration

Students will only be permitted to register for units that are required for their course. Students wishing to register for any other units must obtain permission from the CEO or Registrar.

10.2 Course/ Program Information

AIST provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times through the:

- Pre-registration information
- Student Handbook
- Institute and course information sheets available at reception
- Student and Staff Information Folder
- Orientation procedures

10.3 Registration on Behalf of Other Students

All students must register in person. This is to permit a sight check of all registered students at AIST and to provide appropriate academic counselling.

10.4 Change of Course and Subject Registration

Students wishing to change subject registration can do so only in the first week after subject commencement. Students should see reception for an Office Request Form and consult with the Registrar. Trainers must make available to the students all notes, class exercises and assessment tasks the student has missed. However, it is the responsibility of the student to submit any outstanding assessments within two (2) weeks of the end of the subject.

10.5 Discontinue Studies

A student who desires to discontinue their study program is required to complete the form available from Reception.

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11.0 Orientation

11.1 Student Orientation

All starting students will be taken through an Institute orientation conducted by Student Services of AIST staff. It is essential for students to attend this session to understand AIST's academic system and familiarise themselves with Institute facilities and services.

Students are required to bring their passport at this time in order to make identification for their student card. During orientation, all queries regarding course structure and timetables will be answered. The orientation is usually held on a Monday or Wednesday morning before the start of the new term or Unit of Competency.

11.2 First Day of Class

On the first day of class trainers will:

• Call out the attendance roll and check the names, student number and registration of each student	• Subject Outline will be explained to the students on the first day of class
• Direct all students not on the roll to the Registrar	• Ascertain, through discussion, the learning and assessment needs of the students
• Explain the attendance and results recording procedure to be used	• Identify possible English problems and refer to Academic Manager
• Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students	• Start training

11.3 Orientation

09:30 am– 10:00 am	**Form Completion**
	  1. Attendance Register – to confirm you are present.
	  2. Student Registration & Declaration Form.
	  3. Media Release Form – if your photo may be used by AIST
	  4. Timetable & Academic Calendar Distribution – know what you will do each day and each Term
	ID photo – get a card with your name and photo
	*IF THE STUDENT ARRIVES PAST THIS TIME, THEY MUST COMPLETE FORMS AFTER ORIENTATION

10:00 am – 11:00 am	AIST Expectations of Students -- PowerPoint presentation
11:00 am - 11:30 am	Refreshments and meet AIST staff
11:30 am - 11:45 pm	Create Your USI Number

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11:45 am - 12:00 pm	- Information about Overseas Student Health Cover (OSHC); - Student Support Information - Student Counselling Details
12:00 am - 12.30 pm	School Tour - Emergency Exits - Eating facilities - Class rooms - Library/Self-study Room - Computer Lab - Student Services Reception
12:30 pm – 1:00 pm	Moodle: Videos about how to use Moodle

11.4   Academic and Vocational Counselling

Students may receive academic or vocational counselling from the Institute, instructors or other qualified person. Trainers will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the Training Manager, depending on the nature of the problem.

11.5   Personal Counselling

Students experiencing distress or discomfort are invited to approach either of the Student Services Officer/Reception who will treat each case confidentially and refer the student to the most appropriate agency for assistance with whom the student considers they will feel comfortable with. Where necessary the CEO will assist the student to access external professional assistance as required. All staff will treat clients with courtesy and empathy at all times.

11.6   Client Input and Feedback

All students at AIST are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. AIST will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of most terms and a suggestion box is available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.

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12.0 Records Management

12.1 Records

AIST maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period of time and electronic files are stored offsite.
Student File Contains:

- Application documents
- Acceptance and enrolment documents
- Immigration documents
- All correspondence with or concerning students

- Copies of issued academic records
- Memos or file notes regarding the student
- Copies of other certificates or awards attained
- Completed assessment tasks

AIST ensures through its Records Management Policy and Procedures the:

- Security and Confidentiality of all records
- Archiving of all records

- External Reporting
- Access of records by clients

12.2 Security and Confidentiality

Student Records – information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation, payment schedules, sickness, leave.

- Each student has a unique student identifier (USI) number and an Institute Student Number
- Each student is supplied with a unique student card
- Cards are non-transferable
- Students can only register for Institute, courses, attendance, results and documentation in person
- Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only.

- Staff can only access electronic files by unique access codes which have been provided on a need to know basis
- Student details are only distributed externally to regulatory agencies on formal request and not without AIST making every attempt to contact the student first
- No student details are ever to be given out to other students, agents, businesses etc.
- Students requesting access to personal information must complete an Office Request Form which will be submitted to the appropriate management representative for processing
- Student information made available will be handed to the student personally

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12.3   Access to Records by Students

Students have access to personal records on request by completing a Document Request Form. In all cases AIST will protect the privacy of all client information. Academic progress can be accessed from the internet-based Student Portal that is linked to the SMS database by using their individual codes that are provided at the initial induction.

12.4   Change of Student Contact Details

Students are obligated to keep AIST informed of their current contact details and to inform AIST immediately of any change in these details. Students should be advised that if they do not receive any Institute or authority correspondence due to incorrect contact details at AIST they are fully responsible. Forms: www.asit.edu.au

12.5   Student Results Recording

Students' results will be recorded on the Competency Summary. Results are to be entered at UOC level. At the conclusion of each subject trainers will calculate a final assessment and record the final assessment. This information is submitted to the Registrar at the conclusion of the subject for entry into the student database and filing. No student is to enter any data or handle at any time the Competency Summary. This record is then entered onto the electronic SMS within seven (7) days on receipt by administration staff. Students are able to access this data base by using their individual codes that are provided at the initial induction. Students can only access academic progress or specific notices by this method.

Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

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13.0 Warning and Reporting

In accordance with legislative requirements AIST will notify and counsel students of their visa non-compliance and subsequently advise DHA or report students to DHA via PRISMS for all students who do not comply with the satisfactory academic performance requirements. Lack of academic progress is reportable.

13.1 Policy

AIST will assess each student's progress every five (5) weeks. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 80% of the course requirements in that study period. The length of a study period is determined as 18 study weeks (two terms).

AIST will define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 80% or more of the course requirements. The course requirements for each study period will be made clear to the student at the start of the course and each study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four (4) weeks of the following study period.

AIST has an intervention strategy refer to section * of this document) for any student who is not making satisfactory course progress. It is available to staff and students and specifies:

- Procedures for contacting and counselling students;
- Strategies to assist identified students to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

The intervention strategy also includes:

- Where appropriate, advising students on the suitability of the course in which they are enrolled;
- 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
- Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DoE and cancellation of his or her visa, depending on the outcome of any appeals process.

13.2 Attendance

Attendance is not reportable data function for student visa conditions. AIST will maintain an attendance function as this information can be of assistance for intervention implementation as required and for student records.

Course progress is considered by AIST to be a direct relationship to course attendance. There is considered, by the organisation, to be a direct connection between lack of academic progress and lack of attendance. It is also recognised that this consideration will not apply to all students.

13.3 Records

AIST will maintain records relating to satisfactory course progress. These include:

- Assessment of course progress records for each student;
- Assessment results (as required by s.21 of the ESOS Act);
- Records of contact with students;
- Notices of intention to report;
- Complaints and appeals outcomes; and
- Other relevant records in relation to course progress.

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13.4   Intervention

AIST will provide best-practice student academic support and intervention to optimise achievement of learning outcomes as well as satisfy the provisions of Standard 10 of the National Code 2018. Coherent processes including academic monitoring are established to identify and refer at-risk students. The intervention strategies to which students are referred include:

- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving individual case management;
- Attending study clubs;
- Attending counselling;
- Receiving assistance with personal issues which are influencing progress;
- Receiving mentoring;
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.

13.5   Reporting Student on Course Progress

Where AIST has assessed the student as not achieving satisfactory course progress, The Institute 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 they are able to access the AIST'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 day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, The Institute will notify DHA through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

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14.0 Deferment, Suspension or Cancellation

AIST can only defer or temporarily suspend the enrolment of a student on the grounds of:

9.3.1 misbehaviour by the student

9.3.2 the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement

9.3.3 a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

<div align="right">National Code of Practice for Providers of Education and Training to Overseas Students 2018</div>

AIST will:

9.4.1 inform the overseas student of that intention and the reasons for doing so, in writing

9.4.2 advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

<div align="right">National Code of Practice for Providers of Education and Training to Overseas Students 2018</div>

Definition

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. In these situations, the student is generally allowed to remain on a Student visa, provided they are still enrolled in their course of study and intend to resume their studies

AIST will not permit a student to defer commencement or suspend studies except on the grounds of illness as evidenced by a medical certificate indicating that the student cannot attend studies or other exceptional compassionate circumstances beyond the students control e.g. bereavement.

Students must notify AIST in writing stating the exact reason for the course deferral or suspension of studies and accompany the letter with full documentation.

In the case of deferment or suspension due to sickness the student must provide original doctors certificates – from a registered medical practitioner. No other certificates are acceptable.

AIST will notify the student in writing as to the decision to cancel the student's registration stating the reasons why.

Any deferment, suspension or cancellation of studies will be notified to DHA within 20 days via PRISMS. Students will need to be counselled that DHA has the final say as to whether reasons are acceptable.

AIST will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access AIST complaints and appeals process If the student accesses the registered provider's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Prescribed Information about an accepted student who does not commence on the nominated date must include:

1. student's full name, gender, date of birth, country of birth, nationality
2. CRICOS course code
3. Agreed starting day and day when the course is expected to be completed.

AIST can only defer or temporarily suspend the enrolment of the student on the grounds of misbehaviour by the student (e.g. Disciplinary or plagiaristic reasons)

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Procedure

All course deferrals and suspensions will result in the implementation of AIST Cancellation and Refund Strategy:

1.   Student completes all registration processes;

2.   COE is constructed with start and end date;

3.   If student does not start a course on registered start date AIST will report to DHA via PRISMS;

4.   If student contacts AIST to defer or suspend a course AIST will report to DHA via PRISMS;

5.   If student contacts AIST to defer or suspend course due to exceptional circumstances i.e. medical, bereavement AIST will report to DHA via PRISMS;

6.   If AIST initiates deferment, suspension or cancellation the student will be contacted in writing;

7.   AIST will inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and

8.   AIST will make an electronic and manual entry onto student notes and in the student file.

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15.0 Code of Practice for Students

15.1 Student Rights and Responsibilities

This Code of Conduct has also been developed to reflect the requirements and obligations of AIST towards staff and students under State and Commonwealth legislation such as:

Commonwealth of Australia Acts
- Education Services for Overseas Students (Registration Charges) Act 1997
- Education Services for Overseas Students Act – 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2001
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Workplace Surveillance Act 2005

State Based Legislation
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

Regulations and Codes
- Education Services for Overseas Students Act 2000 - National Code 2018

The principles of conduct have been derived from and are consistent with AIST's values which are:

- High academic standards, intellectual rigour and high-quality education;

- Intellectual freedom and social responsibility;

- Recognition of the importance of ideas and the pursuit of critical and open inquiry;

- Tolerance, honesty and respect as the hallmarks of relationships throughout the AIST community; and

- High standards of ethical behaviour.

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15.2   Meeting Student Expectations

With regard to policies and procedures, students can expect that AIST will:

- Ensure that all admission, selection, enrolment, assessment and academic progress policies and procedures are valid, explicit, fair and reliable;
- Guarantee that changes to courses, administrative procedures and regulations will not be made without appropriate notice and will not disadvantage currently enrolled students provided that satisfactory academic progress is made;
- Ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with procedures;
- Provide a healthy and safe environment in accordance with AIST WHS policies and procedures; and
- Comply with the privacy act and the freedom of information act and ensure that students have access to information held about them in accordance with these acts.

AIST will provide students with timely and accurate information as follows:

- Clear statements of the objectives, goals and assessment details of all subjects offered at the commencement of study in those subjects.
- Access to accurate and clear information about financial costs and available support services to enable students to make an informed choice about their applications for study.
- Access to accurate and timely information about subjects and courses including subject objectives, course content, assessment, workloads and attendance requirements.
- Dissemination of results within a reasonable time of completion of subjects or units of study and feedback on those results by teaching staff.

AIST will assure the quality of its programs of study through:

- A teaching and learning environment that meets quality standards for its courses, its teaching and its physical and academic infrastructure;
- A study environment in which students can engage in rational debate and freely express alternative points of view in that debate; and
- Reasonable access for students to academic staff for individual consultation, support and guidance.

AIST will enable student participation and feedback through:

- Allowing for, and encouraging considered feedback on students' teaching and learning experience in subjects and courses;
- Incorporating student feedback into AIST's continuous improvement cycle; and
- Providing for the representation of students on relevant decision-making committees.

AIST will ensure students' human rights by:

- Providing a study environment that is free from harassment, discrimination and abuse of power, and one which respects the privacy of individuals;
- Treating students with courtesy and respect;
- Providing equitable treatment irrespective of gender, sexual orientation, race, ethnic or cultural background, disability, marital status, age or political conviction; and
- Allowing students to express dissent or political and religious views and to engage in peaceful protest, subject to complying with the laws of Australia and not endangering the safety of other students, staff or members of the community.

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15.3 Student Responsibilities

During their time engaged in AIST activities, AIST expects students to assume the following responsibilities:

With regard to policies and procedures, students must:

- Ensure that they are aware of, and understand the policies and procedures concerning their enrolment and use of AIST facilities and any property or facilities used by AIST to deliver activities, and to comply with AIST rules and policies and procedures as contained in the AIST Student Handbook and on the AIST web site;
- Respect all AIST property and facilities, including the library and computing resources and to respect the rights of others to use these facilities;
- Maintain academic integrity; and
- Not engage in frivolous complaints or grievances where there are no demonstrable or substantiated grounds for complaint.

With regard to timely and accurate information, students must:

- Attend classes and submit work in a timely manner; and
- Supply accurate and timely personal and other information to AIST, recognising that AIST is required to comply with the privacy act and the freedom of information act.

With regard to their educational experience, students must:

- Be well informed about course requirements and to plan appropriately;
- Take joint responsibility for their learning and to accept responsibility for moving towards intellectual independence.
- Monitor their own progress in the teaching and learning environment and academic program, in the context of reasonable access to academic staff for assistance and to the various academic support services;
- Prepare for and actively participate in learning experiences such as discussion and debate;
- Incorporate feedback into their learning experience, and be aware of the specific rules and course requirements applying in the school of their course of study; and
- Conduct themselves in a professional manner while undertaking professional placement and fieldwork and respect the confidentiality of client or commercial information made available to them as part of their placement.

With respect to participation and feedback, students must:

- Provide considered and honest feedback to AIST and its staff on the quality of teaching and services; and
- Participate actively in and contribute to the committees on which they are representatives or members.

With respect to human rights, students must:

- Treat staff and other students with respect and courtesy;
- Treat other members of AIST equitably irrespective of cultural background, disability, gender, sexual orientation, marital status, age or political conviction;
- Respect the rights of other members of the AIST community to express dissent or different political or religious views, subject to those actions or views complying with the laws of Australia and not endangering the safety of other members of the community;
- Show awareness of and sensitivity towards other cultures; and
- Respect the opinions of others and to engage in rational debate in areas of disagreement.

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15.4   Standards of Behaviour

This Code of Conduct establishes the following standards of behaviour for students while they are studying at AIST. At all times students must:

- Follow all AIST regulations and requirements and respond to all lawful and reasonable directions from staff;
- Be aware that all forms of academic dishonesty or misconduct are unacceptable and that AIST may take measures to test compliance;
- Use all equipment and resources appropriately, legitimately and safely following all work health and safety requirements; and
- Follow the recognised policy and procedures for grievances complaints and resolutions.

These Standards also establish any of the following behaviour as unacceptable:

- Wilful unlawful and/or violent and/or unsafe disruptions of teaching, tutorials, lectures, periods of instruction or other learning-based activities;
- Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill-mannered behaviour towards others;
- Interfering with, or causing wilful or negligent damage or defacing to any AIST property;
- Theft of AIST or any personal property;
- Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance;
- Attending with weapons or items likely to cause harm or intimidation to others at any time;
- Smoking within five (5) metres of building openings, air-conditioning intakes, gas storage areas or upon any external stairways or balcony; and
- Discriminating against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity, health status, both known or presumed, including HIV, viral hepatitis or STI status, or engagement in sex work or illicit drug use.

15.5   Breaches of the Code of Conduct

Students who breach the standards of this Policy may be subject to disciplinary action through the AIST's Counselling & Discipline Policy and Procedures.

Serious breaches may involve permanent expulsion from AIST and, in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authorities.

15.6   Consumption of Alcohol and Drugs

Alcohol consumption is illegal under the age of 18 and consumption of alcohol at AIST is not permitted by anyone, except where special permissions are granted by AIST management for designated functions to be held by and at AIST, and only for those of 18 years of age and above. Attending AIST under the influence of alcohol is also considered a breach of the Workplace Health and Safety Act, in that you place yourself and others at risk. Illegal use of alcohol or the use of illegal drugs on the premises of AIST will be reported to the police. AIST does not take responsibility for students whose function is impaired by the use of prescription drugs. It is the students' responsibility to inform AIST staff if they consider themselves in any way compromised by alcohol or drugs so appropriate measures can be taken.

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15.7   Use of Communication and Information Devices

Use of mobile phones, iPods, MP players or cameras in classrooms is not permitted. Electronic learning resources such as computers and associated software, internet, intranet, online learning and e-library are available to students for educational purposes related to their studies at AIST only and should not be used for unlawful or irresponsible reasons.

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16.0 Grievance, Complaint and Appeals Procedure

AIST will deal with any complaint and/or grievance in an effective and timely manner. AIST has processes in place for all course students to lodge complaints and/or grievances in relation to any matter including academic decisions in relation to an Institute course or service.

The grievance procedure allows for:

a) a process for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept;

b) each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself;

c) each party may be accompanied and assisted by a support person at any relevant meetings;

d) the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and

e) the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

16.1 Complaint/Grievance Submission and Appeals Procedure

AIST will manage internal complaints handling and appeals process that is as the following requirements indicate:

- a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally;
  - ➢ speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem

    IF UNRESOLVED

- Lodge a written complaint to your trainer or reception and ensure that it registered;
  - ➢ speak to your Trainer

    IF UNRESOLVED

  - ➢ speak to the Senior Training Representative

    IF UNRESOLVED

  - ➢ make an appointment with the CEO

A student must access the complaint, grievance or appeals process within 20 working days of any issue that becomes the reason for the process. After this period where the issue is concerned with a lack of attendance, poor competence outcomes or failed financial payments AIST may be required to report the student to DHA.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, AIST will advise the student of his or her right to access the external appeals process at minimal or no cost.

If the student chooses to access the Institute complaints and appeals processes, AIST will maintain the student's enrolment while the complaints and appeals process is ongoing.

If the student is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below.

Overseas Students Ombudsman - Commonwealth
http://www.ombudsman.gov.au/contact-us

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16.2   Appeals Process

A complaints/grievances and assessment appeal process are an integral part of the Standards for Registered Training Organisation (RTO) 2015, and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

A fair and impartial appeals process is available to all students of AIST. If a student wishes to appeal his/her complaint/grievance/assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

16.3   Grounds for Appeal

An application for appeal will be considered where:
- A student claims to be unfairly treated by fellow students or staff;
- A student claims to be unfairly treated by compliance with the AIST policy and procedures;
- A student claims a disadvantage because the trainer did not provide a subject outline;
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome; or
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the student, within 20 working days of the result being finalised, and a copy of any communication is also kept on file, both on the complaints register and, in the student's, individual file.

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17.0 Institute Resources

AIST maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. AIST maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period

- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities

Students can also display personal advertisements and messages on the notice boards.

17.1 Computers and the Internet

AIST has computer laboratories with printing and saving facility. The students will have to supply their own saving device (USB Port) for personal use.

Students are given unlimited access to computer and Internet facilities for educational and study purposes only.

17.2 Institute Building Security System and Smoke Alarms

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions.

Students should familiarize themselves with the Emergency Procedures as posted on the student notice board.

17.3 Equipment

Equipment is available for Institute purposes only by both staff and students. Please ensure that you use all equipment safely and follow WHS procedures at all times. Get help if there is a problem.

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17.4   Text and Reference books

AIST has made available text books and reference books that are required by students for study purposes. The student textbooks list will be provided to students. Further students may also make use of AIST facilities for study purposes and Trainers may take students to outside libraries and organise a library representative to explain membership and research techniques.

18.0   Issuance of Qualifications

On completion of a course students will be issued with the appropriate certification/testamur. On completion of delivery units, trainers will submit Student Results Forms to the Registrar for entry into AIST's SMS. On completion, at competent level, of all subjects within the appropriate course, students will be eligible to receive qualifications.

Upon exit, if students do not complete all required subjects at competent level they will not be eligible to receive a Certificate. They will, however be eligible to receive a Statement of Attainment for their successes.

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

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by as unique Institute student number – printed on the qualification or statement. AIST will maintain a record of all qualifications issued for a period of 30 years.

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19.0 Course Completions

Students must complete, at competent level, all subjects that comprise a course at AIST. Both core and elective competency units have been preselected to maximize vocational outcomes and to this end AIST may have included bonus units at no extra cost to the student.

19.1 Rules Ensuring Comfort & Convenience

As AIST is a place for training and learning certain rules apply, during the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to AIST.

19.1.1 Alcohol

Alcohol is NOT permitted on AIST premises. It being an educational Institution, the influence of alcohol spoils the learning environment of the Institution.

19.1.2 Smoking

AIST is a NON-SMOKING workplace and we ask for your assistance not to smoke on Institute premises or within the building.

19.1.3 Chewing Gum

The chewing of gum is NOT allowed on the premises, as all of classrooms and hallways have carpets.

19.1.4 Drugs

You must NOT bring drugs to AIST. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

19.1.5 Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

19.1.6 Firearms and Knives

It is against the law in New South Wales to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to AIST. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

19.1.7 Dress

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.

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19.1.8 Mobile Phones

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

19.1.9 Food and Drink

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts. You can use the common room for eating and drinking.

19.1.10 Litter

Please use the rubbish bins provided for the litter.

19.1.11 Other Important Tips

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep AIST premises clean and do not write anything on the walls or on the desks. All students are required to leave AIST premises in neat and tidy condition.

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20.0 Living Costs in Australia[1]

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

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- **Hostels and Guesthouses** - $90 to $150 per week
- **Shared Rental** - $85 to $215 per week
- **On campus** - $90 to $280 per week
- **Homestay** - $235 to $325 per week
- **Rental** - $165 to $440 per week
- **Boarding schools** - $11,000 to $22,000 a year

Other living expenses

- **Groceries and eating out** - $80 to $280 per week
- **Gas, electricity** - $35 to $140 per week
- **Phone and Internet** - $20 to $55 per week
- **Public transport** - $15 to $55 per week
- **Car (after purchase)** - $150 to $260 per week
- **Entertainment** - $80 to $150 per week

Minimum cost of living

The Department of Home Affairs(opens in a new window) has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12-month living cost is:

- **You** - $20,290
- **Partner or spouse** - $7,100
- **Child** - $3,040

All costs are per year in Australian dollars. To convert to your own currency, visit http://www.xe.com/(opens in a new window)

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au(opens in a new window)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living(opens in a new window) in Australia www.insiderguides.com.au/cost-of-living-calculator/(opens in a new window).

If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.

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[1] https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

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20.1   About Sydney

The NSW International Student Support Service is a new Study NSW initiative in partnership with Service NSW.

No matter what type of study you're doing, whether you're here for a few months or a few years, we're committed to helping you have a safe and rewarding experience. We want living and studying in Sydney and NSW to be a memorable time for all international students.
https://www.service.nsw.gov.au/transaction/support-international-students

20.1   Transport

20.1.1 OPAL Card

Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. Simply add value to your Opal card then tap on and tap off to pay your fares on trains, buses, ferries and light rail – anywhere within the Opal network.

As well as the lowest single fares, Opal cards have lots of benefits for regular travellers.
https://www.opal.com.au/

- • Trains   http://www.sydneytrains.info/
- • Buses   https://transportnsw.info/travel-info/ways-to-get-around/bus
- • Ferries   https://transportnsw.info/travel-info/ways-to-get-around/ferry

20.2   Taxis

It is usually easy to find a taxi in Sydney. Prices vary depending on the distance travelled. If you take a taxi on a toll-way you will have to pay the toll for the taxi's return journey. You can take a taxi from a taxi rank, book one by telephone or you can 'hail' a taxi from the street.
https://www.131008.com/cgi-bin/cart/newbook.cgi?view_all=1&region=Sydney&st=New%20South%20Wales

20.3   Weather

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Each day may be a combination of seasons, so be prepared for rain, heat, or cold, wind and sunshine all in the one day. Perhaps you should carry an umbrella and something warm. Listen to the weather forecasts carefully.
http://www.holiday-weather.com/sydney/averages/

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
High °C	26	26	26	25	23	20	18	17	18	20	22	24
High °F	79	79	79	77	73	68	64	63	64	68	72	75
Low °C	18	19	19	18	15	12	10	8	9	12	14	16
Low °F	64	66	66	64	59	54	50	46	48	54	57	61
	Summer			Autumn			Winter			Spring		

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20.4   Festivals

Sydney has many festivals. Lunar New Year is celebrated every year. Sydney also celebrates New Year's Eve (December 31) with spectacular fireworks over the Harbour. The Sydney Festival is in January every year and lasts for the whole month. The Gay and Lesbian Mardi Gras Festival is held in late February to early March. https://www.sydneyfestival.org.au/2018/?gclid=EAIaIQobChMIuaTMgMri1wIVjwsrCh0BjgN0EAAYASAAEgI5qPD_BwE

20.5   Trading Hours

https://www.google.com.au/search?q=sydney+trading+hours&oq=sydney+trading+hours&aqs=chrome..69i57j0l5.7159j0j4&sourceid=chrome&ie=UTF-8

20.6   Medical Problems

If you get sick, you may have to go and see a doctor. In Australia you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. If you cannot leave the house, you can ring the doctor's receptionist and make an appointment for the doctor to visit you. In this case the cost will be greater.

If you cannot come to the Institute, the doctors will give you a medical certificate that describes what is wrong with you, stating how many days you may stay at home. Don't forget to give your medical certificate to the receptionist when you return to AIST or the time you are away will affect your attendance. Your OSHC may reduce the cost of medical services.

20.7   Telephone

Local calls on a public telephone require coins. Coins to use: 10 cents, 21 cents, 50 cents and $1 coins only. You can buy phone cards that cost between $2 and $50 at any newsagent or authorised outlet.

20.8   Emergency

- Police, Fire, Ambulance 000 (landline service)

- Police, Fire, Ambulance 112 (mobile service)

- Telephone Interpreter Service (TIS) 13-1450

20.9   International Calls

- 0011 + country code + area code + number (country codes may be found in the telephone directory). http://www.exportbureau.com/telephone_codes/international_dialcode.html

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20.10 Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account, you will normally receive an Automated Teller Machine (ATM) Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit or debit cards. An ATM Card cannot be used for credit, but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks and in selected locations.

20.11 Accommodation

Private rental accommodation in and around Sydney ranges in price depending on the individual student needs. Some suggested locations are:

- https://furnishedproperty.com.au/

- http://urbanest.com.au/

- http://www.studentaccommodationsydney.com/

- http://www.accommodationinsydney.com/

- https://www.sublet.com/city_rentals/newsouthwales_rentals.asp

- http://www.homestaynetwork.org/

- https://www.yha.com.au/

- https://flatmates.com.au/

- https://www.realestate.com.au/rent

AIST also provide assistance for students to find appropriate accommodation those who are arriving for the first-time including airport pick-up if necessary, upon payment of nominated charge. But it is usually easier and cheaper for students to organise their own arrangement where possible.

20.12 Working in Australia

From 1 January 2010, this Fair Work Information Statement is to be provided to all new employees by their employer as soon as possible after the commencement of employment. The Statement provides basic information on matters that will affect your employment. If you require further information, you can contact the **Fair Work Infoline** on **13 13 94** or visit www.fairwork.gov.au .

20.12.1   The National Employment Standards

The *Fair Work Act 2009* provides you with a safety net of minimum terms and conditions of employment through the National Employment Standards (NES).

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There are 10 minimum workplace entitlements in the NES:
1. A maximum standard working week of 38 hours for full-time employees, plus 'reasonable' additional hours.
2. A right to request flexible working arrangements.
3. Parental and adoption leave of 12 months (unpaid), with a right to request an additional 12 months.
4. Four weeks paid annual leave each year (pro rata).
5. Ten days paid personal/carer's leave each year (pro rata), two days paid compassionate leave for each permissible occasion, and two days unpaid carer's leave for each permissible occasion.
6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
7. Long service leave.
8. Public holidays and the entitlement to be paid for ordinary hours on those days.
9. Notice of termination and redundancy pay.
10. The right for new employees to receive the Fair Work Information Statement.

A complete copy of the NES can be accessed at www.fairwork.gov.au. Please note that some conditions or limitations may apply to your entitlement to the NES. For instance, there are some exclusions for casual employees.

If you work for an employer who sells or transfers their business to a new owner, some of your NES entitlements may carry over to the new employer. Some NES entitlements which may carry over include personal/carer's leave, parental leave, and your right to request flexible working arrangements.

20.12.2   Right to request flexible working arrangements

Requests for flexible working arrangements form part of the NES. You may request a change in your working arrangements, including changes in hours, patterns or location of work from your employer if you require flexibility because you:
• Are the parent, or have responsibility for the care, of a child who is of school age or younger
• Are a carer (within the meaning of the *carer recognition act 2010*)
• Have a disability
• Are 55 or older
• Are experiencing violence from a member of your family or
• Provide care or support to a member of your immediate family or household, who requires care or support because they are experiencing violence from their family.

If you are a parent of a child or have responsibility for the care of a child and are returning to work after taking parental or adoption leave you may request to return to work on a part-time basis to help you care for the child.

20.12.3   Modern awards

In addition to the NES, you may be covered by a modern award. These awards cover an industry or occupation and provide additional enforceable minimum employment standards. There is also a Miscellaneous Award that may cover employees who are not covered by any other modern award.

Modern awards may contain terms about minimum wages, penalty rates, types of employment, flexible working arrangements, hours of work, rest breaks, classifications, allowances, leave and leave loading, superannuation, and procedures for consultation, representation, and dispute settlement. They may also contain terms about industry specific redundancy entitlements.

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If you are a manager or a high-income employee, the modern award that covers your industry or occupation may not apply to you. For example, where your employer guarantees in writing that you will earn more than the high-income threshold, currently set at $142,000 per annum and indexed annually, a modern award will not apply, but the NES will.

20.12.4   Agreement making

You may be involved in an enterprise bargaining process where your employer, you or your representative (such as a union or other bargaining representative) negotiate for an enterprise agreement. Once approved by the Fair Work Commission, an enterprise agreement is enforceable and provides for changes in the terms and conditions of employment that apply at your workplace.

There are specific rules relating to the enterprise bargaining process. These rules are about negotiation, voting, matters that can and cannot be included in an enterprise agreement, and how the agreement can be approved by the Fair Work Commission.

You and your employer have the right to be represented by a bargaining representative and must bargain in good faith when negotiating an enterprise agreement. There are also strict rules for taking industrial action. For information about making, varying, or terminating enterprise agreements visit the Fair Work Commission website, www.fwc.gov.au.

20.12.5   Individual flexibility arrangements

Your modern award or enterprise agreement must include a flexibility term. This term allows you and your employer to agree to an Individual Flexibility Arrangement (IFA), which varies the effect of certain terms of your modern award or enterprise agreement. IFAs are designed to meet the needs of both you and your employer. You cannot be forced to make an IFA, however, if you choose to make an IFA, you must be better off overall. IFAs are to be in writing, and if you are under 18 years of age, your IFA must also be signed by your parent or guardian.

20.12.6   Freedom of association and workplace rights (general protections)

The law not only provides you with rights, it ensures you can enforce them. It is unlawful for your employer to take adverse action against you because you have a workplace right. Adverse action could include dismissing you, refusing to employ you, negatively altering your position, or treating you differently for discriminatory reasons. Some of your workplace rights include the right to freedom of association (including the right to become or not to become a member of a union), and the right to be free from unlawful discrimination, undue influence and pressure.

If you have experienced adverse action by your employer, you can seek assistance from the Fair Work Ombudsman or the Fair Work Commission (applications relating to general protections where you have been dismissed must be lodged with the Fair Work Commission within 21 days).

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20.12.7 Termination of employment

Termination of employment can occur for a number of reasons, including redundancy, resignation and dismissal. When your employment relationship ends, you are entitled to receive any outstanding employment entitlements. This may include outstanding wages, payment in lieu of notice, payment for accrued annual leave and long service leave, and any applicable redundancy payments.

Your employer should not dismiss you in a manner that is 'harsh, unjust or unreasonable'. If this occurs, this may constitute unfair dismissal and you may be eligible to make an application to the Fair Work Commission for assistance. It is important to note that applications must be lodged within 21 days of dismissal. Special provisions apply to small businesses, including the Small Business Fair Dismissal Code. For further information on this code, please visit www.fairwork.gov.au.

20.12.8 Right of entry

Right of entry refers to the rights and obligations of permit holders (generally a union official) to enter work premises. A permit holder must have a valid and current entry permit from the Fair Work Commission and, generally, must provide 24 hours' notice of their intention to enter the premises. Entry may be for discussion purposes, or to investigate suspected contraventions of workplace laws that affect a member of the permit holder's organisation or occupational health and safety matters. A permit holder can inspect or copy certain documents; however, strict privacy restrictions apply to the permit holder, their organisation, and your employer.

20.12.9 The Fair Work Ombudsman and the Fair Work Commission

The Fair Work Ombudsman is an independent statutory agency created under the *Fair Work Act 2009*, and is responsible for promoting harmonious, productive and cooperative Australian workplaces. The Fair Work Ombudsman educates employers and employees about workplace rights and obligations to ensure compliance with workplace laws. Where appropriate, the Fair Work Ombudsman will commence proceedings against employers, employees, and/or their representatives who breach workplace laws.

If you require further information from the Fair Work Ombudsman, you can contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

The Fair Work Commission is the national workplace relations tribunal established under the *Fair Work Act 2009*. The Fair Work Commission is an independent body with the authority to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment, and other workplace matters. If you require further information, you can visit the Fair Work Commission website, www.fwc.gov.au.

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the *Fair Work Act 2009*.

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21.0 Students

21.1 Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:

- Follow the instructions of Public Safety and Fire or Police Department personnel and Institute staff

- **DO NOT PANIC**

- **DO NOT USE ELEVATORS**

If an emergency condition arises here is what to do:

When you hear the fire bell

- **Don't panic**

- **Listen for a warning that the alarm may only be a test**

- If requested to evacuate remain calm and proceed with orderly evacuation

- Follow Institute staff to the exit signs and use the **Fire Exit stairwells only**

- Go to the designated safety area and wait with staff and students

- Your trainer will check your name against the class roll

- **NEVER USE THE ELEVATORS   UNLESS DIRECTED   BY FIRE DEPARTMENT**

- **Do not return to fire/smoke floor until instructed to do so.**

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22.0 Privacy

AIST will follow the 10 national privacy principles in the handling of personal information of students / employees.

- **Collection** - AIST will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected;

- **Use and disclosure** - personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies;

- **Data quality** – AIST will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date;

- **Data security** – AIST will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure;

- **Openness** – AIST will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information;

- **Access and correction** - the individual will be given access to the information held except to the extent that prescribed exceptions apply. The AIST will correct, and update information errors described by the individual;

- **Unique identifiers** - commonwealth government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. AIST will not assign unique identifiers except where it is necessary to carry out its functions efficiently;

- **Anonymity** - wherever possible, the AIST will provide the opportunity for the individual to interact with us identifying themselves;

- **Transborder data flows** - the individual's privacy protections apply to the transfer of personal information out of Australia; and

- **Sensitive information** – AIST will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Privacy Notice and Student Declaration

The Privacy Notice and Student Declaration is a statement acknowledged by a student to indicate awareness that personal information collected from the student may be used together with training and/or assessment activity information. The privacy statement lists the ways information about the student is held, used, disclosed and managed.

The Privacy Notice and Student Declaration is minimum mandatory content for inclusion in a Declaration.

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23.0 Privacy Notice and Student Declaration

Under the *Data Provision Requirements 2012*, The RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by The RTO for statistical, regulatory and research purposes. The RTO may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Candidate Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

Student Name ………………………………………………………………………………………………….

Student Signature ………………………………………….…………… **Date** …………………………………

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