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Educating for Excellence

Australian Ideal College

Student Handbook (VET)

Australian Ideal College
Registered as Australian Ideal College Pty. Ltd.
ABN: 15 126 592 756
RTO No: 91679 CRICOS Provider Code: 03053G
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Introduction

Australian Ideal College (the College) is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed by Federal, State and Territory Governments in Australia. The State Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards. It is accredited by ASQA.

Qualifications

Australian Ideal College offers the following accredited and nationally recognised qualifications programs to overseas and domestic students

VET Course Information

BSB30120 Certificate III in Business Administration (107388H)
BSB40120 Certificate IV in Business Administration (107389G)
BSB50420 Diploma of Leadership and Management (104211B)
BSB60420 Advanced Diploma of Leadership and Management (107390C)
BSB80120 Graduate Diploma of Management (Learning) (106057B)

FNS30322 Certificate III in Accounts Administration (110036F)
FNS40222 Certificate IV in Accounting and Bookkeeping (109982G)
FNS50222 Diploma of Accounting (111457K)
FNS60222 Advanced Diploma of Accounting (111458J)

BSB40920 Certificate IV in Project Management Practice (103923M)
BSB50820 Diploma of Project Management (104042C)

BSB40820 Certificate IV in Marketing and Communication (111459H)
BSB50620 Diploma of Marketing and Communication (111460D)
BSB60520 Advanced Diploma of Marketing and Communication (111456M)

SIT50422 Diploma of Hospitality Management (111479D)
SIT60322 Advanced Diploma of Hospitality Management (111480M)

SIT50122 Diploma of Travel and Tourism Management (111461C)
SIT60122 Advanced Diploma of Travel and Tourism Management (109454J)

PSP50916 Diploma of Interpreting (LOTE-English) (095447E)
PSP60816 Advanced Diploma of Translating (095448D)

CHC33015 Certificate III in Individual Support (Ageing) (107249H)
CHC33015 Certificate III in Individual Support (Disability) (107249H)
CHC43015Certificate IV in Ageing Support (107250D)
CHC52015 Diploma of Community Services(106058A)

TERMS AND CONDITIONS OF ENROLMENT

The General Terms and Conditions of Enrolment and the Letter of Offer make up the “written agreement” referred to in standard 3 of The National Code 2018, which governs your enrolment at Australian Ideal College (AIC or ‘the College’). The General Terms and Conditions of Enrolment may be amended at any time without prior notice. You may access the latest version of our General Terms and Conditions of Enrolment via https://aic.edu.au

COURSE COMMENCEMENT

You are expected to commence studies on the course commencement date shown on your electronic Confirmation of Enrolment (eCoE). If you do not commence your course or make arrangements for an alternative start date within two weeks of your eCoE start date, the College will cancel your eCoE for non-commencement of studies and you must postpone your course to the next available intake and pay $100 for reissuing each new eCoE.

STUDENT ORIENTATION

It is essential that you attend orientation, as you will get all necessary important information on academic performance and attendance requirement, distance/online delivery mode, nearby banks and post office, culture differences and age sensitivity etc. The orientation date is normally on Friday, 2 weeks prior to the course commencement date. Therefore, if you are applying for a visa from overseas, you need to ensure you are able to arrive and attend orientation at least 2 weeks prior to the course commencement date.

CHANGE OF ADDRESS AND CONTACT DETAILS

You must, while in Australia and studying with the College, advise the College as well as the Department of Home Affairs (DHA) of your own, and your emergency contact person’s residential address, telephone number and email address within 7 days. It is your responsibility and in your own best interests that you ensure these contact details are always kept up to date with the College, or via our online system https://ideal.rtomanager.com.au. This is to

ensure you can continue to receive important information about your course, timetable, fees, possible breaches of your student visa conditions and any other important information.

PACKAGE COURSE

Courses offered as a package are considered as one course and the commencement date is counted from the first course contained within the package. Once you enrol in a packaged course, you can not apply for a refund of the second and/or subsequent courses after the commencement date of the first course.

TRANSFER FROM ANOTHER PROVIDER

If you are transferring from another provider to AIC prior to completing six months of your principal course of study, your enrolment is subject to the provision of release from the other provider. It's your responsibility to get yourself released by the other provider.

TRANSFER TO ANOTHER PROVIDER

A release request will not be approved for transfer or withdrawal prior to at least six months having elapsed in the principal course (being the highest qualification level in a packaged courses), except after consideration of limited genuine extenuating circumstances. You must pay all outstanding fees prior to granting a release.

COMPLAINTS AND APPEALS

You are encouraged to attempt informal resolution of any complaint or appeal you may have by directly engaging the staff member(s) or student(s) to whom the complaint or appeal relates. If it is not possible to resolve the complaint or appeal informally, you are encouraged to make a formal complaint in writing using the AIC Internal Appeal Form available at the College's reception or from our website: https://aic.edu.au. If you are not satisfied with the result or conduct of the College's internal complaints and appeals process, you may access an external and independent body to lodge your complaint/appeal. For more information, please refer to the Complaints and Appeals policy available at useful downloads under Student Support Services section of our website.

CREDIT TRANSFER

If you think you have already acquired the outcomes of (a) unit/s of competency for the course you applied at AIC, you may formally apply to have these recognised. You are required to provide the original or certified copy of the full official transcript or statement of attainment relating to the credits you are seeking issued by an education provider. This is an assessment process that involves the assessment of the units studied based on TGA (training.gov.au) guidelines and directions regarding the relevant unit(s) of competency. Please refer to our RPL and Credit Transfer Policy and Procedure for more information.

RECOGNITION OF PRIOR LEARNING (RPL)

If you think that you have already acquired the outcomes of the qualification or unit/s of competency for the course you are applying for, you may formally apply to have these skills recognised. This is an assessment process that involves the assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the outcomes of an individual application for RPL. Please refer to our RPL Credit Transfer Policy and Procedure for more information

DEFERMENT, SUSPENSION AND CANCELLATION

The College will only grant a deferment of commencement of studies or suspension of studies under compassionate and compelling circumstances. Where you have deferred commencement in a Course and subsequently cancel the Course, the original course start date before requesting for deferral will be used as the course start date to determine whether a refund can be made. An eCoE revision fee of $100 will be charged for each course. The College may suspend or terminate your enrolment due to unpaid fees, general or academic misconduct, or unsatisfactory attendance and/or poor academic progress in accordance with the policies. These policies also include information on your rights to access the College's appeals and grievance procedures which can be found in the Student Handbook on our website.

DISCONTINUATION OF ENROLMENT

If you wish to discontinue your course or study, you will need to contact Student Services immediately and formally request your enrolment to be cancelled by completing the Course Variation Request Form, available at the reception desk or on our website. An administration fee of $500 will be charged for any discontinuation of enrolment or termination of studies. Applications for termination of studies must be made in writing two (2) weeks before the commencement of the next term/next intake/next payment instalment, or next course if cancelling a package courses; otherwise, the tuition fee for the following term/intake/instalment, or next course must be paid. Applications will only be processed if you have paid the administration fee ($500) and the fee for the current semester. No refunds will be given to any fees already paid. If you have not maintained a satisfactory attendance and / or course progress up to the time of transfer or cancellation, the process of reporting you to the DHA will continue, even though you will no longer be officially enrolled with AIC (as per Standard 7 of the National Code).

EXPULSION FOR DISCIPLINE AND BEHAVIOUR

AIC reserves the right to suspend or expel you for serious breaches of discipline or behaviour. Smoking, possession and or use of drugs, alcohol or any illegal substance on College premises will lead to your immediate expulsion. Vandalism and graffiti on College premises will incur minimum $200 fine and may result in expulsion,

depending on the extent of damage. No refunds of tuition fee will be made in such cases. In particularly serious cases of misconduct that may have legal consequences in the eyes of the law, the College may report you to the relevant authorities for prosecution.

TEACHING HOURS

13.5 hours per week face-to-face teaching plus 6.5 hours distance/online learning for VET courses. Courses may be offered during the day or evening, Monday to Sunday. Please note that the College closes on public holidays and there is no refund (pro-rated or otherwise) of course fees in respect of those days. If external circumstances prevent us from providing face to face training, then we will conduct the training using suitable online delivery methods.

FULL TIME STUDY (ATTENDANCE REQUIREMENT)

Australian law requires international students to study full-time. A full-time study is ordinarily defined as a minimum of 20 hours per week for the registered study period. AIC monitors and records the attendance of each international student for the scheduled contact hours for the length of each study period of the course. AIC is proactive in notifying and counselling students who are at risk of failing to meet the attendance requirements as unsatisfactory attendance may lead to unsatisfactory academic progress.

From Feb 2017, AIC has implemented the DET-DHA approved course progress policy and procedure for our vocational courses reporting system for each CRICOS registered course in which the student is enrolled.

SATISFACTORY ACADEMIC PROGRESS

AIC monitors and records the progress of each individual units of competency in which the student is enrolled.

If you do not have satisfactory academic progress, you will be reported to DHA which may lead to cancellation of your student visa. Unsatisfactory academic progress is defined as failing more than 50% of units in any two consecutive study periods (20 weeks). A failure in more than 50% of units in one study period (9 weeks or 10 weeks depending on the course enrolled) will trigger a review of academic progress by the College and the implementation of an intervention strategy. For more information, please refer to the College's academic progress policy and procedure available at https://aic.edu.au under Student Support Services – Useful Downloads.

SPECIAL LEAVE REQUEST

Regular holidays are scheduled for vocational students throughout the year. Requests for leave outside the set holidays will be approved under compassionate and compelling circumstances only. Leave requests must be made in writing with supporting documents. Fees continue to be payable while on leave. You will need to extend your course at additional expense to cover all classes and assessments missed.

PRIVACY INFORMATION

Pursuant to the National Code 2018, your personal information may be made available by AIC to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) as well as debt collectors for overdue payments. This information includes your personal and emergency contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a visa condition. The authority to collect this information is also stipulated in the ESOS Act 2000.

TUITION FEES

Tuition fees refer to course fees only and do not include ancillary fees, such as application fees, RPL fees, material fees, textbook fees, stationary fees and cost of living expenses.

FEES AND WITHDRAWALS

Once you accept an offer, you are responsible for the full course fees. It is your responsibility to pay the fees on time. You may withdraw of your own volition but all fees are due and payable. If you withdraw or are dismissed or are otherwise excluded from a course, all fees are due and payable.

CHANGE OF TIMETABLE FEE

Once you have been enrolled in the timetable selected by you but wish to change it afterwards, you will be required to pay $100 administration fee.

OVERDUE AND LATE FEES

You must pay each and every instalment on or before the due date set out in the letter of offer. The College does not have to provide reminder notices as the due date approaches. Failure to pay by the due date will attract a late payment penalty $200 and you will not be permitted to attend classes or appear for assessments, nor shall the College grant any administrative requests. Where fees remain overdue, the College reserves the right to cancel your enrolment, notify DHA and take legal action. In addition to outstanding fees, you will be charged all costs incurred by the College. Where a fee is more than 14 days overdue, your enrolment will be cancelled. To re-enrol, you must pay all outstanding payments and penalties and a re-join fee will apply.

OTHER COLLEGE POLICIES

As a condition of enrolment, you agree to abide by all College policies, which are all subject to change from time to time. Current policies are available at https://aic.edu.au

NON-REFUNDABLE FEES & CHARGES

$200-Enrolment fee; $200 re-join fee	$30 for issuing each attendance letter or transcript before course completion
$100 for reissuing an eCoE	$200 late payment penalty fee
$100 for reissuing each Certificate of Qualification	$30 for reissuing each attendance letter or transcript
$250 application fee for credit transfer	$20 for reissuing a lost student card
$250 application fee for Recognition of Prior Learning (RPL)/$150 per subject	$0.2 per page for black & white print/copy
$50 for late assessment task submitted after the due date	$1.0 per page for colour print/copy
$30 for reissuing letter of confirmation of studies	$150 for re-assessing per unit of competency within two (2) months after the course finish date; $300 for re-assessment per unit of competency two (2) months after course finish date
$150 for late re-assessment submitted after the due date	

REFUND POLICY AND PROCEDURE

1. All tuition fees and charges must be paid in full prior to course commencement if your course is less than 24 weeks, unless a payment plan is arranged with the College. 50% of the tuition fees and all charges must be paid prior to course commencement if your course duration is more than 24 weeks. Your tuition fees are safeguarded by the Tuition Protection Service (TPS).
2. You must complete a refund application form and submit it to the College with any supporting documents. Refunds will be processed within 28 days of receipt and will include a Refund Calculation Form explaining how the refund is calculated.

2.1 Grounds for Refund of Tuition Fee:

2.1.1	Enrolment/application fee, CoE revision charge, material fee, fees charged for administration services ((e.g. late payment penalty fee, re-print transcripts or certificate, etc.), accommodation placement fee, guardian placement fee, airport transfer fee, and any non-refundable fees and charges.	Non-Refundable
2.1.2	Withdrawal for visa refusal in writing and received by AIC before course commencement date if the refusal is not due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA	100% refund of UNUSED paid tuition fee
2.1.3	Withdrawal for visa refusal in writing and received by AIC after course commencement date if the refusal is not due to your actions, such as forged or fraudulent document, or failure to provide the documents required by DHA	100% refund of the UNUSED paid tuition fee
2.1.4	Withdrawal for visa refusal if the refusal is due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA	No refund of any paid fee
2.1.5	Termination of enrolment/study for failure to comply with AIC's policies and procedures, Department of Home Affairs visa requirements or breaching a condition of the student visa, failing to comply with Australian Border Force or violating the *Biosecurity Act 2015* resulting in the cancellation of the student visa	No refund of any paid fee
2.1.6	Withdrawal notified in writing and received by AIC 28 days or more prior to course commencement date	50% refund of the paid tuition fee
2.1.7	Withdrawal notified in writing and received by AIC less than 28 days prior to course commencement date	30% refund of the tuition fee paid
2.1.8	Withdrawal notified in writing and received by AIC on or after the original course commencement date	No refund of any paid fee
2.1.9	If any submitted application or enrolment document is forged or otherwise fraudulent	No refund of any paid fee
2.1.10	a) in the case of visa refusal before student commences course, refunds will attract the lesser of an administration fee of $500 or 5% of the amount of tuition fee paid; b) in all other cases rather than 2.1.10 a), all refunds will attract an administration fee of $500	

3. In the unlikely event that AIC is unable to deliver a course, AIC will either offer you an alternative place which is acceptable to you, or if you are not satisfied with the replacement, you will receive a refund of the unexpended tuition fees which you have paid to AIC. To be specific, it means that the refund is only eligible for the unused pre-paid tuition fee. You cannot get refund for any fee you have used, or you have not paid. The refund will be paid to you within 14 days of the day on which the course ceased being provided. The Director of the Tuition Protection Service (TPS) will facilitate access to alternative course placement. The TPS normally uses an online placement service to give you all the information you need so you can understand your options and choose an alternative course that best suits you.

4. Fees not listed on 2.1 will not be refunded. Prior to enrolling, fees may be altered without notice. it is your responsibility to obtain the most up-to-date fees. Once you have completed enrolment, fees will not be subject to change for the normal duration of the course. If you extend a course length, then any fee increases will be required to be paid for the extended component of the course. If a course length is extended due to the updates of training package required by the government, then you are required to pay any fee increases for the extended component of the course.
5. If you are over 18 years old, the refund will be paid directly to you or in accordance with your written directions.
6. If you are under 18 years old, the refund may be paid to you but only with the authority or consent of your parent or legal guardian.
7. You agree that the College may change the Refund Policy at any time and the latest policy applied to determine whether you are entitled for a refund will be the policy on our website www.aic.edu.au.
8. You understand and agree that the College reserves the right to vary its intakes, fees and timetables without further notice.
9. This agreement and the availability of complaints and appeals processes, do not remove your right to take action under Australia's consumer protection laws.

Language Literacy and Numeracy

Applicants who wish to study for Certificate III, Certificate IV, Diploma or Advanced Diploma courses, and are unable to provide documentation attesting to their English proficiency levels will be tested before they can enrol in the course (s). The following testing procedures apply:

Students have to sit for a designed English test at Australian Ideal College (ELICOS Division) specifically geared to establish the following English competencies:

- Syntax and grammar,
- Reading comprehension,
- Writing descriptive/free-style essay and/or a business-oriented essay,
- Listening to spoken and academic English,
- Speaking – a brief topic-oriented discussion.

Students who already have a satisfactory IELTS or PTE score and who are found to experience difficulty with the English language are counselled by the Director of Studies to undertake further studies or remedial studies in English for Academic Purposes (EAP) for an appropriate duration. The students will be referred to the ELICOS Division of Australian Ideal College for this support program.

Student Visa Requirements

According to the Department of Home Affairs (DHA), you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Once you have your visa granted, you have to abide by the student visa conditions such as maintaining adequate attendance and satisfactory academic progress. Please refer to the requirements for attendance and academic progress on the General Terms and Conditions of Enrolment above.

Additional information on student visa issues is available on DHA's website as well as on Study in Australia: https://www.homeaffairs.gov.au/trav/stud

Overseas Student Health Cover

Overseas student health cover (OSHC) is an insurance that provides cover on the costs for medical and hospital care which international students may need while they are in Australia. It also pays for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation – commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from the date when you arrive. You will also need to maintain OSHC throughout your stay in Australia. Please refer to https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility for details.

The College arranges visa-length OSHC with OSHC AHM and Medibank Private. You can pay the health cover premium when accepting your letter of offer. The college will inform DHA that OSHC is in place for you and your family members and will indicate this on your Confirmation of Enrolment (CoE).

You can also buy OSHC insurance from an approved Australian health insurance provider yourself. When you accept your unconditional letter of offer, you must indicate that you have purchased OSHC for the duration of your course.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has some special arrangements with a few education providers which offer tertiary degree courses. For details, please check the Marketing Staff via e-mail at marketing@aic.edu.au.

Student ID Cards

Each student will be issued with a Student ID card. The card records student information such as name, student number, student photo and validity period of the ID card.

Working in Australia

When you are granted a student visa, your work permission is automatically granted. But you and your family members can only work when you have commenced your course of study. Immigration laws allow students to work for a limited number of hours, currently 40 hours per fortnight during any fortnight during the College study time and full-time during holidays. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

You also need to get a Tax File Number (TFN). If you don't, you will pay too much tax. To know more about TFN and to apply, please go to the Australian Taxation Office (ATO) website, www.ato.gov.au, click on 'for individuals', go to the link that says 'apply for a tax file number' and follow the instructions. International students who are enrolled in a course that is longer than 6 months are considered residents for tax purposes. Organisations such as banks, financial institutions and employers are entitled to ask for your TFN.

School-aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

College Facilities

The college is located in the Central Business District of Sydney, Adelaide and Hobart with very convenient access to trains, buses and other major places. The College has general-purpose classrooms, Internet access, student facilities for study and computer access. The College also offers students hot water, microwave and refrigerator for students' convenience. Students will be given a minimum of 3 weeks' notice if training facilities are relocated.

Social and Recreational Activities

The college is located in the Central Business District of Sydney, Adelaide and Hobart with very convenient access to trains, buses and other major places. The College has general-purpose classrooms, Internet access, student facilities for study and computer access. The College also offers students hot water, microwave and refrigerator for students' convenience. Students will be given a minimum of 3 weeks' notice if training facilities are relocated. Mixed nationality classes and end of block parties, enabling students to broaden their horizons and learn about other cities in other countries they may only have dreamed of.

Students can find upcoming events in,

- Sydney via the link: http://www.sydney.com/events; and,
- Hobart via https://www.discovertasmania.com.au/what-to-do/events; and,
- Adelaide via https://www.eventbrite.com.au/d/australia--adelaide/events/ ,

which provides students with the chance to see all of what Sydney, Adelaide and Hobart offer.

The College also put the fliers provided by some travel agents on the noticeboard so students may join the tour for skilling on the snow mountain or one day tour to different sightseeing spots on weekend etc.

Student Support Services

The Student Services Officer, teaching staff and administrative staff of the College are available to provide general advice and assistance with matter such as studying, homestay accommodation, health, welfare, safety, English language problems and counselling. Students requiring special or intensive assistance must contact the Student Services Manager who may refer them to external support services if required. Students requiring individual training needs must contact the Director of Studies for further assistance.

Student Services contact details are:

Sydney campus: Phone: +61 02 92622968 Emergency contact: Susan Wang 0421 484 130

Hobart campus: Phone: +61 03 6231 2141 Emergency contact: Yui Wu 0415 186 998

Adelaide campus: Phone: +61 08 8123 5780 Emergency contact: Celia Liu 0424 306 998

General Email: info@aic.edu.au

Accommodation

The following types of accommodation are available for international students:

- Homestay: A$350-500 per week. It is where an international student lives and eats together with an Australian family. Students who are under 18 years must live either with an approved homestay or a member of their immediate family.
- Shared Accommodation: $300.00 - AU$350 per week including gas and electricity. It is where an international student lives with an Australian family by renting one room but does not eat together with the Australian family.
- Leasing a Flat: AU$650.00 - A$950.00 per week. It is where an international student leases the whole flat and live on your own and normally unfurnished.

Homestay can be booked prior to arrival. A minimum of 4 weeks advance notice is required before you depart for Australia. Once you are familiar with the study and life in Australia, you can rent a room and live with a family without meals or lease a flat and live by yourself and share with other students. Further details can be obtained from the Student Services Officer.

AIC employs professional homestay companies to organise homestay for our students. Currently, we have the contract with Australian Homestay Network for the service. Our Student Services Officer is responsible for monitoring the services provided.

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets (Opal cards) can be bought at train stations, on buses, trams or at newsagencies.

Tourists and students may drive in Australia on a valid overseas driver's licence but if the document is not in the English language, you must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicate if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

It is important that you pay correct fare on public transportation. Please be aware heavy fine will apply if you forget to tap on and off at the stations. Please see detailed information at https://www.transport.nsw.gov.au/; or you can call Online Ticketing on (02) 82022220 or go to Transport for NSW at 18 Lee Street, Chippendale NSW 2008 for detailed information. For students in Adelaide, please go to https://www.sa.gov.au/topics/driving-and-transport; and for students in Hobart, please go to https://www.transport.tas.gov.au/

Normal Bank Trading Hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and note learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but the College is willing to help as the College offers counselling services and assistance to develop effective study skills. Our trainers have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Course Delivery

A number of approaches to course delivery are used by College's staff. Course delivery approaches may include: teacher led classroom delivery; online delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Course Assessment

A number of approaches to course assessment are used by College's staff. Assessment approaches may include: observation of performance in class; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

Distance/online Delivery

AIC delivers some of its units via online, distance or in many cases both to increase the flexibility offered to students.

During a compulsory study period (Term), students will undertake distance or online components via MOODLE Learning Management System. The requirement for class hours is outlined below:

Face to face in class hours per week	Online/Distance hours per week	Course enrolled
13.5 hours	6.5 hours	All vocational courses

Student's distance/online participation on MOODLE will be recorded in the class attendance sheet and it is strongly recommended that you attend both the face-to-face class and your distance/online class to maintain the required attendance.

Plagiarism

Plagiarism is the copying, paraphrasing or organization of work, in any form without acknowledgement of sources, and presenting this as student's own work.

AIC will not tolerate plagiarism or cheating, and a penalty may be imposed if student is accused of either.

Examples of plagiarism could include, but are not limited to:

- using any notes or other resources without permission during formal testing
- submitting someone else's work as student's own (with or without that person's permission)
- submitting a completely duplicated assignment
- submitting materials that paraphrase or summarise another person's work or ideas without the proper acknowledgement
- failing to put a quotation in quotation marks
- stealing an examination or solution from a trainer.

In the case of group assessments, if cheating of any kind is found in a group work, all members of the group will be held responsible and will be subject to disciplinary action.

If student is suspected of cheating, the trainer will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, the trainer will notify the Director of Studies and request a time to discuss the matter. Student will have the opportunity to counter the allegations made against him/her. Once student has provided the information, the Director of Studies will determine the seriousness of plagiarism and come to one of the following decisions:

- Resubmitting the assessments
- Issuing a warning letter to the student for academic misconduct, receiving Not Yet Competent (NYC) grade in that unit and the requirement to repeat a unit or to do reassessment.
- In very serious cases of plagiarism, student may be expelled from the college or refused re-enrolment in his/her course.

Student will be advised of all penalties in writing.

If student is accused of and organisation for cheating and believe that the accusation is unjust, student has the right to appeal against the charge. This appeal must be lodged in writing with the Director of Studies within one week of the penalty being imposed.

The appeal will be investigated and a decision will be advised to student within a week of the appeal.

Assessment appeal and Reassessment Policy

Students are able to appeal the recording of an 'NYC' for any competency unit or learning outcome provided they had good attendance for that subject and had reasonable participation in all assessments.

The student needs to fill in the Assessment Appeal and Reassessment Form and include all relevant supporting documents (such as class notes, class activities). The student will take all the documents to see the Director of Studies to discuss the appeal. The Assessment Appeal and Reassessment Form can be collected from the reception.

If student and Director of Studies come to an agreement in relation to the 'NYC' grade, the appeal is complete.

An agreement could be but is not limited to a remarking of the previously submitted assessment or an understanding of the student why he was not declared competent in that subject.

The appeal has to be lodged no later than two weeks after the marks have been published.

If a student is not competent after the appeal it is necessary for the student to do a reassessment. Additionally, students who decide not to appeal will have to address their NYC subject by attempting a reassessment.

The student collects an Assessment Appeal and Reassessment Form from the reception and with the filled-in form goes to the Director of Studies. The Director of Studies will identify the NYC subjects. A charge of $150 per subject will apply for attempting the reassessment.

The Director of Studies and the student will then conduct the reassessment.

Students who do not have satisfactory attendance and/ or have not reasonable participation in assessments and have failed more than 4 subjects will be required to repeat a term.

Any student who is not granted to sit for re-assessment by the Director of Studies will be required to repeat the term and relevant term fee will be applied. Student's Confirmation of Enrolment (CoE) will be extended if required and Student is required to pay tuition fee for the duration which is been extended due to repeating the term. Please go to www.aic.edu.au under Useful Downloads for details.

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies. Application may be made upon enrolment using the RPL application form which is available on our website. The College will recognise a maximum of 50% of the course competencies.

National Recognition

Exempt a student from enrolling in and being assessed in a unit or units because they have been granted recognition for having completed the identical unit or units under Australian Qualification Framework (AQF) within the context of Australian Vocational Education and Training.

Access and Equity Policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

The applicants for each program offered by the college will be selected in a manner that reflects access and equity principles.

Use of Personal Information

Information is collected during your enrolment in order to meet the College obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. We audit and review data to make sure personal information is accurate, complete and up to date. Apply in writing to the Director of Studies if you wish to view your own records.

Except as required under the Standards for Registered Training Organisations or by law, personal information about students including photographs is not disclosed to third parties or for any promotional purposes without written consent of the student.

Dispute Resolution Procedure

If a student is dissatisfied with the outcome of grievance resolution procedure (internal appeal) student can access external appeal through the Commonwealth Ombudsman.

The Commonwealth Ombudsman:

- provides a free service

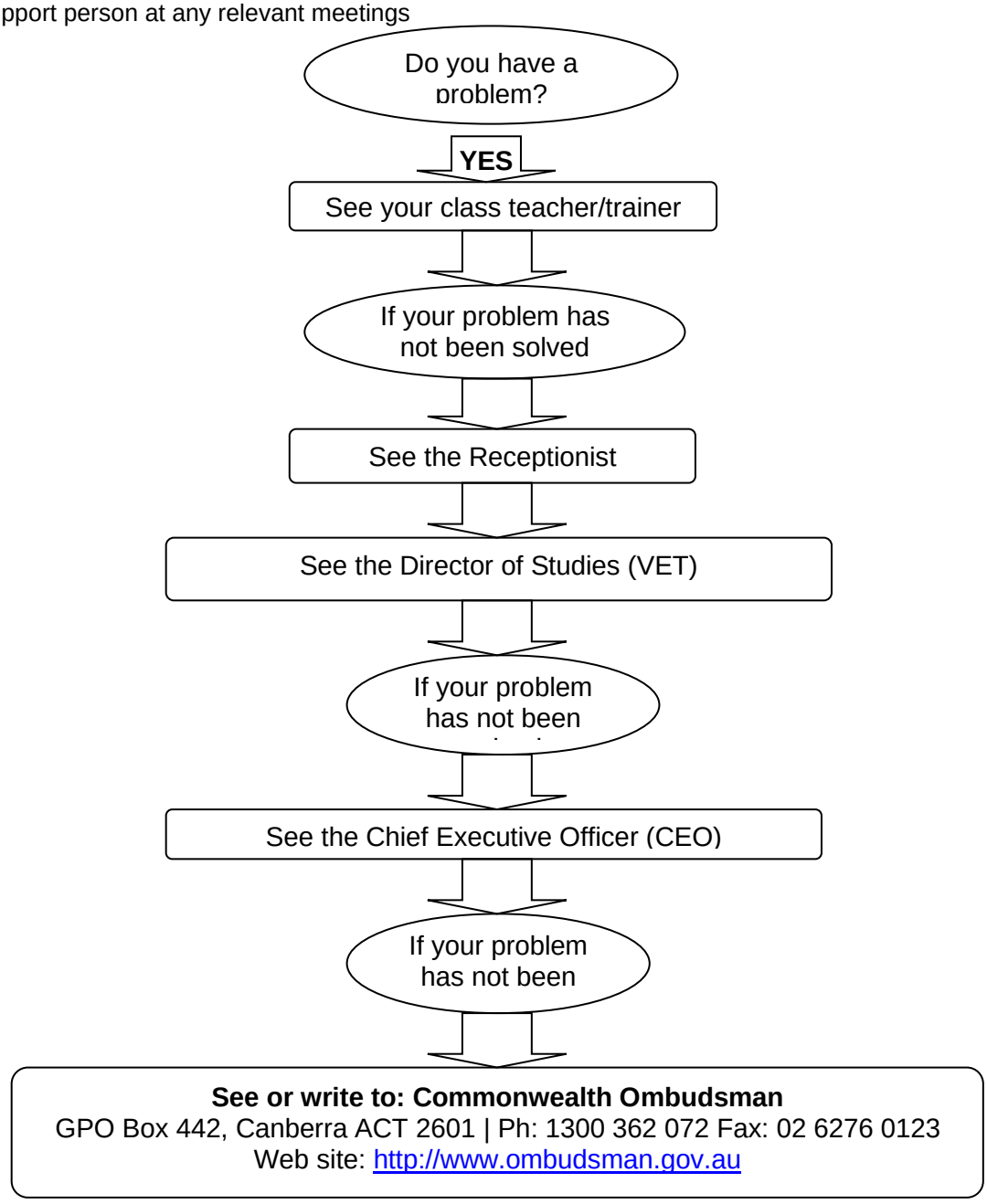
- is independent and impartial, and does not represent either overseas students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman.

Please visit the website to access external appeal process. https://www.ombudsman.gov.au/.

Note: If the complainant decides to proceed with external appeal, they should notify the College of this, so the time is allowed for this process. Student MUST provide (within 5 working days) the evidence of where a student has accessed an external appeal process.

What to do if you have a problem or grievance?

If you have a problem with the College, you have a grievance. We understand that problems, differences and grievances sometimes happen and we try to solve them. If we can't solve the problem, you can ask people outside to help. The student will be asked to formally present his or her case. Each party may be accompanied and assisted by a support person at any relevant meetings



Student Code of Behavior

1.0 Purpose

1.0 The purpose of this procedure is to outline the system used for ensuring students meet the behaviour requirements of the College.

2.0 Responsibility

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

3.0 Requirements

3.0 Students are required to adhere to the College's Student Code of Behaviour at all times

3.1 The CEO must, prior to implementation, approve any discipline actions arising from breaches of the Student Code of Behaviour

3.2 Any decision by the CEO in relation to student discipline can be appealed using the Student Complaints and grievance procedure

3.3 The Student Code of Behaviour requires the following rights to be respected and adhered to at all times.

3.4 The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status

3.5 The right to be free from all forms of intimidation

3.6 The right to work in a safe, clean, orderly and cooperative environment

3.7 The right to have personal property (including computer files and student work) and the College property protected from damage or other misuse

3.8 The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)

3.9 The right to work and learn in a supportive environment without interference from others

3.10 The right to express and share ideas and to ask questions

3.11 The right to be treated with politeness and courteously at all times

4.0 Method and Procedure

Consequences for no-compliance with the Student Code of Behaviour, the following procedure for discipline will be followed.

4.0 The Director of Studies will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and put in student's personal file. (Step 1)

4.1 Where the issue or behaviour continues, students will be invited for a personal interview with the CEO to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and put in the student's personal file. (Step 2)

4.2 If the issue or behaviour continues, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included in the student's personal file. (Step 3)

4.3 After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.

4.4 Any suspension or cancellation will be undertaken in accordance with the College Deferral of commencement, suspension of studies, cancellation of enrolment procedure and may affect the status of a student's visa

4.5 At any stage of this procedure, students are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.

Student Transfer [National Code 7]

1.0 Purpose

1.1 The purpose of this procedure is to address standard 7 of the revised National Code 2018 transfer between registered providers

2.0 Responsibility

2.0 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.

3.0 Requirements

3.0 No fee can be charged to the student by the College if a release is granted.

3.1 Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7.

3.2 If the registered provider intends to refuse the transfer request, they must inform the overseas student in writing of:

3.2.1 the reasons for the refusal

3.2.2 the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days

3.3 The College must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

3.4 The College provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

4.0 Definitions

4.0 N/A

5.0 Method

5.0 Students must apply for a release on the appropriate form

5.1 Applications for a release will be considered by the Administration Manager and responded to within 14 days of being received by the college.

5.2 Applications for a letter of release must be submitted to the College two weeks before the next intake date.

5.3 A release will normally be granted in the following situations:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- there is evidence of compassionate or compelling circumstances
- the College fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

5.4 A release will normally not be granted in the following situations:

- The proposed transfer will jeopardise the student's progression through a package of courses; or
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made; or

5.5 If a release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the college complaints and appeals procedure within 20 working days.

5.6 A copy of the student's release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the College must be placed in the student's file for two years.

Enrolling a transferring student

5.7 The College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

5.8 In the event that the College knowingly enrols a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.

5.9 Student who has completed six months of the principal course of study can transfer to another education or training provider without applying a release from the current provider.

5.10 The College will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.

5.11 Applicants for National Recognition must complete the National Recognition application form, attach a copy of a verified Award or Statement of Attainment and submit the application to the Administrator.

5.12 The Administrator must check the Award or Statement of Attainment and grant National Recognitions for identical units that have been identified as being completed at another Registered Training Organisation.

5.13 Verified copies of Qualifications and Statements of Attainment used as the basis for granting National Recognition must be kept on the student files

5.14 Granting of National Recognition must be recorded as a module outcome in the students file

5.15 After National Recognition is granted a student's course schedule must be reviewed and modified to ensure a full time load and details of this placed on the student's file.

5.16 Any course duration reduction as a result of National Recognition granted to students must be indicated on the electronic Confirmation of Enrolment if granted prior to the issue of a visa **or** on PRISMS if granted after the issue of a visa.

Deferral of Commencement, Suspension of Studies, Cancellation of Enrolment [National Code 9]

5.17 Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College.

5.18 The College may decide to accept an application for deferral of commencement or suspension of study on the following Compelling and Compassionate circumstances:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class);
  - Serious illness or injury
  - Mental health issues
  - Death in family (independent evidence of the exceptional circumstances is required).
  - Bereavement of close family members such as spouse, child, siblings, parent or grandparents;
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies. Or,

- A traumatic experience which could include.
    - Involvement in, or witnessing of a serious accident; and
    - Witnessing or being the victim of a serious crime.
    - These cases should be supported by police or psychologist's reports

5.19 The College may decide to suspend or cancel a student's enrolment on its own initiate as a response to misbehaviour by the student

5.20 Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation of enrolment have to be reported to DHA, which may affect the status of their student visa.

5.21 If the College intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then the College must report the student to DHA. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

5.22 Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.

5.23 If students have taken unauthorised leave then they will be recorded as absent and reported to DHA if their attendance falls below the College requirements.

Academic Progress and Intervention Policy and Procedure

Australian Ideal College (AIC) abides by the Department of Education and DHA academic progress requirement for international students. In accordance with the National Standard 2018, AIC has introduced the internal policy and procedures to monitor the academic progress of each student in order to meet DHA's requirement for student visa holders.

- Responsibility: Chief Executive Officer
- Implementation: Director of Studies/Trainers/ Student Services Officers/Manager

1. Academic Course Progress Policy and Procedure

This policy and procedure is explained to the students during orientation and explained to trainers and assessors and relevant staff in meetings regularly. AIC monitors, records and assesses the progress of all students to ensure that they meet the expected duration of their course as stipulated in their CoEs, this includes checking the course progress for each unit of competency for successful completion within timelines of the course.

AIC is proactive in notifying and counselling students who are at risk of failing to meet the course progress requirements. We take the following actions for monitoring and implementing the course progress policy for the best interests of the students who are enrolled with AIC.

1.1 Students are required to successfully complete various tests, examinations, projects, practical demonstrations and Distance/Online activities. The assessment tasks and dates are set out in the Delivery and Assessment timetable that are distributed by trainers and on the AIC Moodle platform at the commencement of each term. Academic course results will be recorded by the trainers and submitted to the Director of Studies. Students will receive feedback on results for every assessment from trainers.

1.2 Unsatisfactory progress is defined as not successfully completing at least **50 percent** of the units/subjects attempted in a compulsory study period (an academic term of 10 weeks).

1.3 Monitoring during a term

The trainer will inform the Director of Studies of students who have missed assessments, showing no interest of study or have related attendance issues. These measures allow the identification and the monitoring of students who are at risk of not making satisfactory course progress.

1.4 After the assessments or at the end of the term

The Director of Studies will assess each student's performance. The Director of studies will identify with the help of the RTOmanager the students who have failed 50% of the subjects in the corresponding study period. The Director of Studies will ask the Student Service Officer to send the "Warning letter for unsatisfactory course progress" to come within next 10 working days for an interview.

1.5 The Director of Studies will counsel the student during the interview to identify the reason for the failed subjects and discuss an appropriate intervention strategy. The intervention strategy could include but is not limited to providing students with English language support, providing the students with the opportunity to do reassessment for the failed subjects, providing additional classes and providing counselling if personal issues lie behind the poor academic progress.

1.6 The Director of Studies will record the details of the “at risk students” in the Course progress Monitoring sheet so monitoring and recording can be carried out.

1.7 If a student fails to come to the interview and does not show any progress in the intervention strategy in the second consecutive study period the intention to report letter will be sent which allows the student 20 working days for appeal.

1.8 If the student does not respond to the intention to report letter or does not access the internal appeal within 20 working days, the Director of Studies will advise the Student Administration Manager to report the student to DHA via PRISMS for non-compliance.

1.9 If the student responds to the intention to report letter within the 20 working days, but the internal appeal is unsuccessful, the student can lodge external appeal within 5 working days. If the external appeal is successful, the student will be given a chance to address the failed subject and to continue studying. If the external appeal is unsuccessful, or the student does not access the external appeal within 5 working days, the Director of Studies will advise the Student Administration Manager to report the student to DHA via PRISMS for non-compliance.

Student Complaints and Appeals [National code 10]

1.0 Purpose

1.0 The purpose of this procedure is to define the system available to students for dealing with student complaints and appeals at no cost.

2.0 Responsibility

2.0 The CEO is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Policy

3.0 Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this procedure.

3.1 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

3.2 All students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.

3.3 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution

3.4 At any stage in the internal complaint or appeal process, students are entitled to have their own nominee included to accompany and support them.

3.5 All complaints and appeals will be managed fairly and equitably and as efficiently as possible

3.6 For internal complaints and appeals:

3.6.1 The student will have an opportunity to formally present their case, in writing or in person

3.6.2 The student may be accompanied and assisted by a support person at any relevant meetings.

3.6.3 The student’s enrolment must be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.

3.6.4 The College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the College.

3.7 Students will be provided with details of external authorities they may approach

3.8 If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to the RTO management meeting as part of the continuous improvement process.

3.9 Nothing in this procedure inhibits student’s rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to: Contact a solicitor

4.0 Definitions

N/A

5.0 Procedure

- **Informal Complaint Process**

5.0 Any student with a question or complaint may raise the matter directly with the relevant staff member or the student to whom the complaint relates and attempt an informal resolution of the question or complaint. The complaint can include training facilities, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise

5.1 For academic matters, i.e. matters concerning teaching, learning, or assessment issues in your course, please discuss the matter with the relevant trainer. If you believe that the matter cannot be resolved by discussion with the trainer, please talk with the Director of Studies.

5.2 For administrative matters, i.e. matters concerning the management of the College including the administration of your enrolment, fee payment etc, please see the Student Services Officer. If you believe that the matter cannot be resolved by discussion with the Student Services Officer, you can talk with the Student Administration Manager.

5.3 For disputes with other students of the college, please talk with the relevant students and try to resolve the issue. If you believe that the matter cannot be resolved by discussion with the relevant students, please talk with the Director of Studies.

5.4 For personal or welfare matters, i.e. matters concerning your security, safety and general wellbeing, please see the Student Services Officer. In cases concerning your immediate safety and security, please see any staff member.

5.5 If you have a serious complaint regarding inappropriate conduct or behaviour of any trainer or staff please arrange to see the Director of Studies immediately.

5.6 Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the College staff member involved determines that the issue question or complaint is relevant to the wider operation of the College.

5.7 Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

- ..... **Formal Complaint Process**

5.8 Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint, a student must complete the Student Complaint Form and contact the relevant staff to arrange a meeting. At this meeting, the complaint can be raised and a resolution attempted. You may also be asked to provide relevant supporting documentation. You may invite a support person to accompany and assist you to the meeting.

5.9 At the stage of the complaint meeting, the relevant staff member (Director of Studies or Student Administration Manager) will go through the information provided on the Student Complaint Form and discuss further for clarification and investigation. Then details of the discussion and the action to take after the decision is reached will be recorded in writing and signed and dated by the complainant and the relevant staff (Director of Studies or Student Administration Manager) who conducted the interview on the Student Interview Form.

5.10 Where a complaint concerns another person, that person will be given the opportunity to provide a formal response to your complaint.

5.11 The College will then commence an investigation of your complaint no later than 10 working days of receipt of your completed Student Complaint Form and attempt to resolve the complaint with the student and any other parties who may be involved.

5.12 At the end of the resolution phase, the relevant staff member (Director of Studies or Student Administration Manager) will report the College decision to the student. The College decision and reasons for the decision will be documented by the relevant staff member (Director of Studies or Student Administration Manager) and placed in the students file.

5.13 Following the resolution phase, the College must implement the decision as conveyed to the student

5.14 If a student is dissatisfied with the outcome of the formal complaint process, he/she may lodge an internal appeal by completing the Internal Appeal Form.

6.0 Internal Appeal Process

6.0 Internal appeals may arise from a number of sources including appeals against decisions arising from complaints mentioned above, appeals against discipline actions and appeals against the College's intention to report a student for not meeting student visa requirement. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the College.

6.1 An Internal Appeal request for the following matters must be lodged by a student within 20 working days after receiving notification of an intention to report to DHA in order to be considered by the College.

- Deferral of commencement, suspension or cancelling a student enrolment

- Non achievement of satisfactory attendance
- Non achievement of satisfactory course progress
- Financial matter

6.2 Internal Appeal process is initiated by completing the Internal Appeal Form which is available at reception or on the website www.aic.edu.au.

6.3 Student who fails to achieve satisfactory attendance or satisfactory course progress should contact the Director of Studies to arrange a meeting for the interview. Student who fails to pay the tuition fee or faces suspension or enrolment to be cancelled should arrange a meeting to see Student Administration Manager

6.4 At the meeting, the Director of Studies or Student Administration Manager will go through the information provided on the Internal Appeal Form and the supporting documentation and discuss further for clarification and investigation. Then details of the discussion and the action to take after the decision is reached will be recorded in writing and signed and dated by the student and the Director of Studies or Student Administration Manager who conducted the interview on the Student Interview Form.

6.5 Student may invite a support person to accompany and assist you to the meeting. Student may also be asked to provide relevant supporting documentation. The College may require you to provide additional documentation and may take steps to verify the authenticity of the documents you provide (including medical certificates, if relevant).

6.6 The College will finalise the internal appeal application as soon as practicable. The College will communicate the outcome of the investigation of your appeal and a written report of the outcome, including the reasons for the outcome will be provided to you.

6.7 If student is not satisfied with the internal appeal outcome sent by the Director of Studies or Student Administration Manager, he/she can arrange a meeting to see the Chief Executive Officer.

6.8 At the meeting, the Chief Executive Officer will hear the appeal and go through all the previous information and interview the student again and propose a final resolution. After the interview, the CEO will delegate the Director of Studies or Student Administration Manager to send out the Internal Appeal Outcome Letter. This is the end of the internal appeal process.

6.9 A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

6.10 The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.

6.11 A maximum time of 20 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

6.12 The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the College and placed in the student file

6.13 There are no further avenues within the College for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available if student is dissatisfied for internal appeal with the college.

7.0 External appeal process

7.0 The purpose of the external appeal process is to consider whether the College has followed its student complaint and appeals procedure, not to make a decision in place of the College. For example, if a student appeals against his or her subject results and goes through the College internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

7.1 Students who are not satisfied with the result or conduct of the College's internal complaints and appeals process may access an external appeal through an independent body, i.e. the Commonwealth Ombudsman. Please visit the following website to access external appeal procedure http://www.ombudsman.gov.au

7.2 The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The Overseas Students Ombudsman provides a free service, is independent and impartial, and does not represent either overseas students or private education providers and can make recommendations arising out of investigations.

7.3 Students who access the external appeal process should be aware that the College may be requested to disclose information that is private and personal to the student and by accessing the external appeal process, the student consents to the disclosure of such private and personal information by the College.

7.4 Students may also take action under Australia's consumer protection laws and, where a student does so, the student is deemed to have accessed the College's complaints and appeals process. This can be done through the Department of Fair Trading.

7.5 To apply for External Appeal, a student must complete an application form (available on http://www.ombudsman.gov.au/); If student decides to proceed with the external appeal, he/she must notify the College by providing the evidence within 5 working days so the time is allowed for this process.

7.6 The College maintains the student's enrolment (i.e. not to report the student for unsatisfactory progress or attendance or non-payment) until the external complaints process is complete and has supported the College's decision to report.

7.7 The College will wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – it may result in automatic cancellation.

7.8 Where an external appeal process results in a decision that supports the student, the College will immediately implement the decision and/or corrective and/or preventative action required, and advise the student of the outcome.

7.9 Following the receipt of the outcome of the external appeal, the College must immediately implement the decision and convey the outcome to the student.

7.10 If an appeal is against the College decision to report the student for unsatisfactory course progress or unsatisfactory attendance, the College must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external appeals process is complete and has supported the provider's decision to report.

7.11 If an appeal is against a College decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment as per Standard 13, the College only needs to await the outcome of the internal appeals process (supporting the provider) before notifying the Department of Education through PRISMS of the change to the student's enrolment. Once the Department of Education has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE) or provide DHA with evidence that he or she has accessed an external appeal process.

Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

- EO https://onlineregistry.lawlink.nsw.gov.au/content/
- ASQA https://www.asqa.gov.au/
- WHS http://www.workcover.nsw.gov.au
- ESOS https://www.education.gov.au/esos-framework
- DHA https://www.homeaffairs.gov.au/
- Privacy https://www.oaic.gov.au/privacy
- TPS https://tps.gov.au/Home/NotLoggedIn
- Work Health and Safety: https://www.dewr.gov.au/work-health-and-safety
- Accident Compensation (WorkCover Insurance): https://www.safework.nsw.gov.au/safety-starts-here/safety-overview/workers-compensation-insurance
- Equal Opportunity: https://employsure.com.au/guides/employment-contracts-and-legislation/equal-employment-opportunity-and-diversity/
- National Code of Practice for Providers of Education and Training to Overseas Students 2018: https://www.legislation.gov.au/Details/F2017L01182
- AQF 2013: https://www.aqf.edu.au/
- NEAS Standard & Criteria: https://neas.org.au/
- Child Protection Act 1998: https://legislation.nsw.gov.au/view/html/inforce/current/act-1998-157

Any other legislation or regulations identified as relevant to the Registered Training Organisation (RTO)

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times.

Use the web sites indicated, or contact the CEO if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Helpful Contacts

- Fire, ambulance and police emergency number- dial 000
- Local doctors-contact 9268 0133 at 242 Castlereagh St, Sydney, NSW 2000
- Local dentists-contact 9267 7777 at Suite 403, Level 4 307 Pitt St, Sydney, NSW 2000
- Local community health centre:

  -Sydney: https://slhd.health.nsw.gov.au/community-health

  -Adelaide: https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services/health+services+for/seniors+health+services/older+people+services/supporting+older+peoples+independence/gp+plus+and+community+health+services+for+older+people/metropolitan+adelaide+community+health+services

  -Hobart: https://www.yellowpages.com.au/tas/hobart/impact-communities-15549990-listing.html
- Local physiotherapists:

  -**Sydney:** https://www.sydneyphysiotherapist.com.au/general-physiotherapy/?gad=1&gclid=Cj0KCQjwx5qoBhDyARIsAPbMagBb_4GHbgdSuDBkhDWqXQyv5OSE4GRqnIf844z7m021m_IlREXM5n0aAvDZEALw_wcB

  -Adelaide: https://www.physioinq.com.au/home/sa/adelaide/mobile-physiotherapy?cid=sem:adw:prs::17496915997:142999282292:::&ps_term=home%20visit%20physio&utm_term=home%20visit%20physio&utm_campaign=Adelaide+-+Physiotherapy&utm_source=adwords&utm_medium=ppc&hsa_acc=2544759378&hsa_cam=17496915997&hsa_grp=142999282292&hsa_ad=671783855701&hsa_src=g&hsa_tgt=kwd-488382179432&hsa_kw=home%20visit%20physio&hsa_mt=b&hsa_net=adwords&hsa_ver=3&gclid=Cj0KCQjwx5qoBhDyARIsAPbMagDBba1dhNKFTtBasf1xFIib0OrASmp0aWnvZIL48bw9Bmmeep1bK6UaAk0TEALw_wcB

  -Hobart: https://www.backinmotion.com.au/hobart-on-murray/physio?gad=1&gclid=Cj0KCQjwx5qoBhDyARIsAPbMagDXfeTEJGnovFTmGiuBCh8OMVRievW4-RgOBMSA9HLt1AMbe_sE0MYaAs_YEALw_wcB
- Local lawyers:

  -Sydney: https://www.gotocourt.com.au/nsw/sydney-lawyers/

  -Adelaide: https://www.gotocourt.com.au/sa/adelaide-lawyers/

  -Hobart: https://www.gotocourt.com.au/tas/hobart-lawyers/
- Local religious institutions (places of worship):

  -Sydney: https://www.tripadvisor.com.au/Attractions-g255060-Activities-c47-t10-Sydney_New_South_Wales.html

  -Adelaide: https://www.tripadvisor.com.au/Attractions-g255093-Activities-c47-t10-Adelaide_Greater_Adelaide_South_Australia.html

  -Hobart: https://www.tripadvisor.com.au/Attractions-g255097-Activities-c47-t10-Hobart_Greater_Hobart_Tasmania.html
- Local immigration agent: https://www.mara.gov.au/get-help-with-a-visa/help-from-registered-agents/steps-to-choose
- Study in Australia: https://www.studyaustralia.gov.au/
- Counseling services:

  -Sydney: https://lifesupportscounselling.com.au/locations/new-south-wales/sydney/

  -Adelaide: https://centraladelaide.health.sa.gov.au/community-mental-health-consultation/

  -Hobart: https://lifesupportscounselling.com.au/locations/tasmania/hobart/?gclid=CjwKCAjw6p-oBhAYEiwAgg2PgqoRP20T-GnwZhPEyfq-_DdOMwAZ4MtgYOWm2QJ3-IX5MXWtsAYwBRoCPgcQAvD_BwE
- Self-help resources and information are available at www.lifeline.org.au.
- Translating and Interpreting Services: https://www.health.gov.au/contacts/translating-and-interpreting-service-tis-national or call 131 450

- Public transport timetable:

  -Sydney: http://www.131500.info/realtime/default.asp;

  -Adelaide: https://www.adelaidemetro.com.au/

  -Hobart: https://www.transport.tas.gov.au/

- Medical Centres

  -Sydney: Medi Central at Level 11, 501 George Street Sydney NSW 2000 / Tel: (02) 8378 6666 /Website: https://www.taslyhealthpac.com/list-127-1.html

  -Adelaide: Gawler Place Medical Practice at 49-51 Gawler Place Adelaide SA 5000 / Tel: (08) 8212 7175 / Website: https://www.rundlemall.com/stores-and-services/gawler-place-medical-practice

  -Hobart: City Doctors & Travel Clinic at 188 Collins St Hobart TAS 7000 / Tel: (03) 6231 3003 Website: https://citydoctors.com.au/

Serious Medical Issues

- Sydney Children's Hospital: (02) 9382 1111
- Westmead Hospital: (02) 8890 5555
- Royal Hospital for Women: (02) 9382 6111
- Sydney Eye Hospital: (02) 9382 7111
- St Vincent's Hospital: (02) 8382 1111
- Royal Adelaide Hospital: (08) 7074 0000
- Royal Hobart Hospital: (03) 6166 8308

Consulates in Australia

For information and assistance from your country's representative in Australia,

- visit https://protocol.dfat.gov.au/Public/MissionsInAustralia or,
- Call 24-hour consular emergency helpline:

  -Within Australia: 1300 555 135

  -Outside Australia: +61 2 6261 3305

Safety

- To report crime, call Crime Stoppers on 1800 333 000 (You do not have to give personal information)
- For police assistance on non-emergency matters, call 131 444

Police Force

The role of Police Force is to reduce crime and improve community safety. For more detailed information about the Police Force,

For NSW Police Force, please visit www.police.nsw.gov.au.

For SA Police Force, please visit https://www.police.sa.gov.au/

For TAS Police Force, please visit https://www.police.tas.gov.au/

Personal Safety Tips

Download some fact sheets on how to protect yourself, your property and your vehicle at:

-Sydney: www.crimeprevention.nsw.gov.au;

-Adelaide: https://www.police.sa.gov.au/your-safety/crime-prevention-and-security;

-Hobart: https://www.police.tas.gov.au/

Victims of Crime

The Victims Access Line provides 24 hour information, referral and support to victims of crime on 1800 633 063. More information can be found at:

-Sydney: www.lawlink.nsw.gov.au/vs;

-Adelaide: https://www.voc.sa.gov.au/

-Hobart: https://www.justice.tas.gov.au/victims

Support and counselling for victims of sexual assault. Please visit:

-Sydney: https://www.health.nsw.gov.au/parvan/sexualassault/Pages/info-sexual-assault-victims.aspx

-Adelaide: https://www.voc.sa.gov.au/help-and-resources/support-services/sexual-assault-support-services

-Hobart: https://www.police.tas.gov.au/useful-links/sexual-assault-support-services/

If you need urgent help call the Victims Access Line on 1800 633 063.

Street Maps

If you need directions or maps, please visit www.whereis.com or https://www.google.com/maps/ and type in a location.

Compulsory Car Insurance

Students looking for the best price for compulsory personal injury car insurance, can visit:

-Sydney: https://www.greenslips.nsw.gov.au/price-check;

-Adelaide: https://www.sa.gov.au/topics/about-sa/directories/customer-service-centres/locations-and-opening-hours

-Hobart: https://www.service.tas.gov.au/services/transport/vehicle-registration/renew-vehicle-registration

Open a Bank Account

For students wishing to open a bank account, visit a local branch in person the popular banks in Australia are Commonwealth Bank, NAB Bank, ANZ Bank and Westpac Bank.

Employment

Employment opportunities are widely organised through newspapers and websites such as www.seek.com.au or www.careerone.com.au. Interested in volunteering? Then visit https://www.volunteering.com.au/

Tax File Number

To work in Australia, you need a Tax File Number. For more information on how to obtain one, please visit www.ato.gov.au for details.

Accommodation

Each state in Australia has well defined tenancy laws that support the rights of landlords and tenants.

If you have a problem with your landlord, please call:

-Sydney: NSW Fair Trading on 13 32 20 or visit https://www.fairtrading.nsw.gov.au/ or Call 13 14 50 for language assistance.
-Adelaide: Call South Australian Civil and Administrative Tribunal (SACAT) on 1800 723 767 or visit https://www.sa.gov.au/topics/housing-and-property/renting-and-letting/dispute-resolution.

-Hobart: visit https://www.ombudsman.tas.gov.au/complaints/referrals-to-other-organisations/real-estate-or-tenancy-issues

For home stay options, please visit www.ozhomestay.com.au or www.auzziefamilies.com or www.homestaynetwork.com.au.

For youth hostels, please visit www.yha.com.au or www.getaroom.com.au.

For student accommodation postings, visit https://www.unilodge.com.au/

If you want assistance in finding a roommate, please visit https://flatmates.com.au/

For a listing of real estate agents, please visit: www.realestate.com.au or www.domain.com.au

Goods and Services

A competitive environment exists in almost all capital cities such as Sydney, Adelaide and Hobart for the provision of goods and services. It is advantageous to compare prices and shop around before you buy.

NSW Ombudsman

If you think that you have not received fair treatment from NSW Government agencies or their employees, you can complain to the Ombudsman. Visit www.ombo.nsw.gov.au and click 'Students and young people' under quick links. You can also call (02) 9286 1000 and ask to speak to an inquiry officer.

Fair Work Ombudsman

If you have issues with your workplace, visit www.fairwork.gov.au or call the Fair Work Info Line on 1300 724 200.

Anti-Discrimination Board (ADB)

If you have been discriminated against or vilified, contact the ADB on:

-Sydney: https://antidiscrimination.nsw.gov.au/ or call 1800 670 812

-Adelaide: https://www.safework.sa.gov.au/workers/health-and-wellbeing/discrimination or call 1300 365 255

-Hobart: https://equalopportunity.tas.gov.au/discrimination or call 1300 305 062

Legal Matters

If you need legal support, visit https://www.fedcourt.gov.au/going-to-court/i-am-a-party/help-with-legal-problem/list-of-organisations or call the Law Access hotline on 1300 888 529.

Health

There are five popular providers of Overseas Student Health Cover in Australia. They are:

Australian Health Management: https://www.ahmoshc.com.au/

BUPA Australia: https://www.bupa.com.au/health-insurance/oshc

Medibank Private: https://www.medibank.com.au/overseas-health-insurance/oshc/?&&gclid=CjwKCAjw6p-oBhAYEiwAgg2PgvqXZwwMSxKG-P9IpnhYpfdyqHKJEYLm9-KoLvQXjGvajkULKxhwwhoCP9wQAvD_BwE&gclsrc=aw.ds

Allianzcare: https://www.allianzcare.com.au/en.html

NIB OSHC; https://www.nib.com.au/overseas-students/

If you want to find information on general treatment cover with any Australian private health insurer, please visit www.privatehealth.gov.au

Private Health Insurance Ombudsman (PHIO)

PHIO deals with complaints from the private health sector. Call 1800 640 695 or visit https://www.ombudsman.gov.au to find out more.

Alcohol and Drug Information Service

This service provides information, referral and crisis counseling. If you seek for this service, please call the National Hotline:**1800 250 015**

Quitline

For support to stop smoking, please visit www.icanquit.com.au/ or call Quitline:137 848 or call 1800 670 812

Gambling Problems

If gambling is a problem for you, call Gamblers Anonymous for assistance and support on 1800 856 800.

Phone Directory

To locate a person's residence, or phone number, or to find a business, call 12456. You can also visit www.whitepages.com.au

Entertainment

To get a listing of upcoming events, visit www.destinationnsw.com.au for NSW; https://southaustralia.com/whats-on for SA; and https://www.discovertasmania.com.au/things-to-do/festivals-and-events/?gad=1&gclid=CjwKCAjw6p-oBhAYEiwAgg2PguMOKf1Uig0nuKJE0F9URKTGbhQrtIGWiTLqCfTJS_NcuSR-HEKoyxoCzt8QAvD_BwE&gclsrc=aw.ds for TAS

Weather Forecast

Go to http://www.bom.gov.au/ or call 1196 if you are enquiring about the weather in the area. You can also find out about current weather warnings at 1300 659 218.

Community Directory

To contact a community services near you, please go to: https://www.mycommunitydirectory.com.au/

Transferring to another education provider to study

Have you completed six months of your principal course of study?
(Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Bachelors programme, the Bachelor degree is your principal course.)

Yes

You can transfer to another education or training provider without seeking permission from your current provider.

If you decide to transfer:
1) check your provider's refund policy to determine if you are entitled to any refund for monies paid, and
2) contact the Department of Immigration and Citizenship to check if you need a new student visa.

No

Government regulations prevent other education and training providers from enrolling you in one of their courses unless:
1. you have a letter of release from your current provider,
2. you are sponsored by a government and they consider that it is in your best interests to change provider,
3. your current provider or course is no longer registered, or
4. your current provider has been sanctioned for breaching its regulatory obligations.

If you haven't completed six months of your principal course and you need a letter of release, you need to...

1. Approach the other provider/s that you want to transfer to and request a letter of offer. Without a letter of offer, your current provider (the provider you are studying with now) is not able to release you.

2. Request a letter of release from your current provider and show that you have a letter of offer from another provider.

Your current provider will assess your request according to its transfer policy and procedure. Your provider is entitled to make a decision in accordance with its policy. However, your provider can not charge you for a letter of release and its assessment must be made in a reasonable timeframe.

The provider's transfer policy and procedure must be made available to you and will specify the circumstances in which a transfer will and will not be granted. If the policy is unreasonable, you can make a complaint to the Department of Education, Science and Training.

If your request is **granted**:
1) contact the Department of Immigration and Citizenship to check if you need a new student visa
2) check your current provider's policy to determine if you are entitled to a refund, and
3) show the letter of release to the provider you want to transfer to so they can enrol you.

If your request is **declined**, your current provider must:
1) give you written reasons for refusing your request, and
2) inform you that you can appeal the decision using the provider's complaints and appeals processes.

Australian Government
Australian Education International

The ESOS framework—providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas* (ESOS) *Act* 2000 and the National Code.

Protection for overseas students

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

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
    - how to use your provider's student support services;
    - who the contact officer or officers are for overseas students;
    - if you can apply for course credit;
    - when your enrolment can be deferred, suspended or cancelled;
    - what your provider's requirements are for satisfactory progress in the courses you study;
    - if attendance will be monitored for those courses;
    - what will happen if you want to change providers; and

For Interpreting and Translating Students Only

NAATI CERTIFICATION TEST GUIDELINES

ELIGIBILITY FOR THE TEST

Advanced Diploma of Translating and Diploma of Interpreting offered at AIC are NAATI Endorsed courses for NAATI certification. To be eligible to sit a NAATI certification examination, students must first complete the qualification and should be deemed as Competent in all units, and the attendance should be more than 70%.

NAATI Endorsed Qualifications

Endorsed Qualifications are a critical part of NAATI's certification system – the only national quality-assurance system for translators and interpreters in Australia. NAATI's Endorsed Qualifications system, commencing 1 January 2018, is the preferred pathway to eligibility for NAATI certification testing for Translators and Interpreters.

Our Advanced Diploma of Translating and Diploma of Interpreting hold NAATI endorsement. Students who complete the qualification at the standard required by NAATI may apply to sit a certification test. The test procedure can be found below.

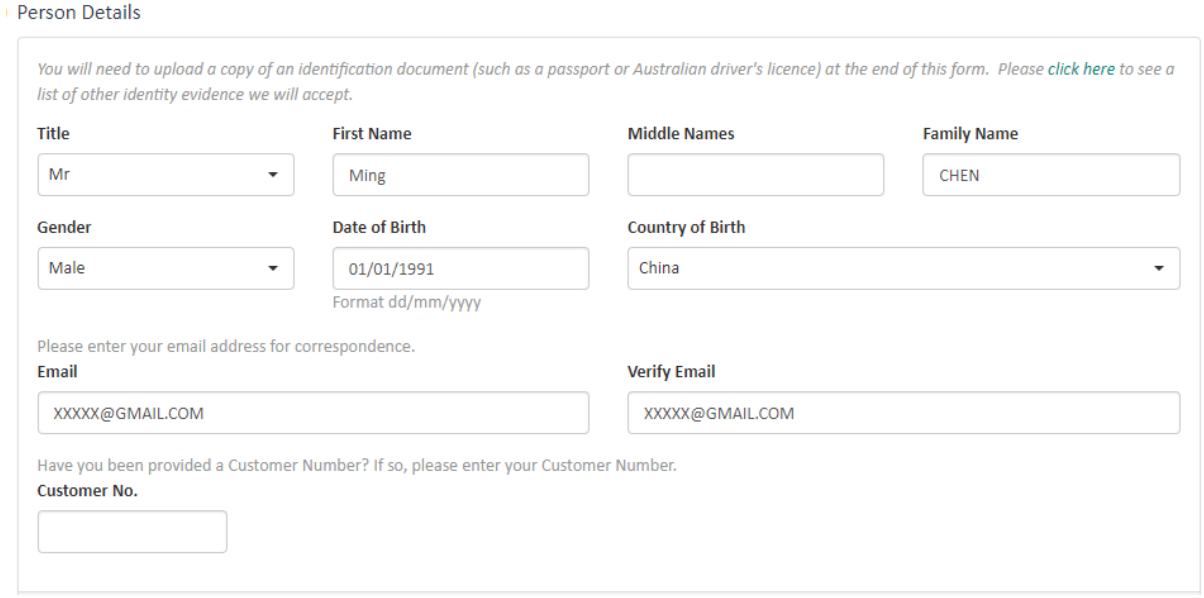
- Students who have enrolled our endorsed qualifications after 1 Jan 2018 are required to lodge an online application through NAATI's website. You can find the online application form through the link https://www.naati.com.au/MyNAATI/Apply. You will need to select your future graduation date and attach proof of enrolment to your application. The proof of enrolment is the enrolment certificate indicating your course start date and finish date that we have issued you when we received your payment. If you don't have it, please contact info@aic.edu.au asking for it.
- The College will send the graduation list to NAATI upon your successful completion of the course, at which point graduands will be assessed as Eligible for Testing by NAATI. Once tests are scheduled, NAATI will contact the candidates who are eligible around two months prior to the test date. Please lodge your online application as soon as possible once you decide to attend the certification test.

ONLINE APPLICATION PROCEDURE (ADVANCED DIPLOMA OF TRANSLATING)

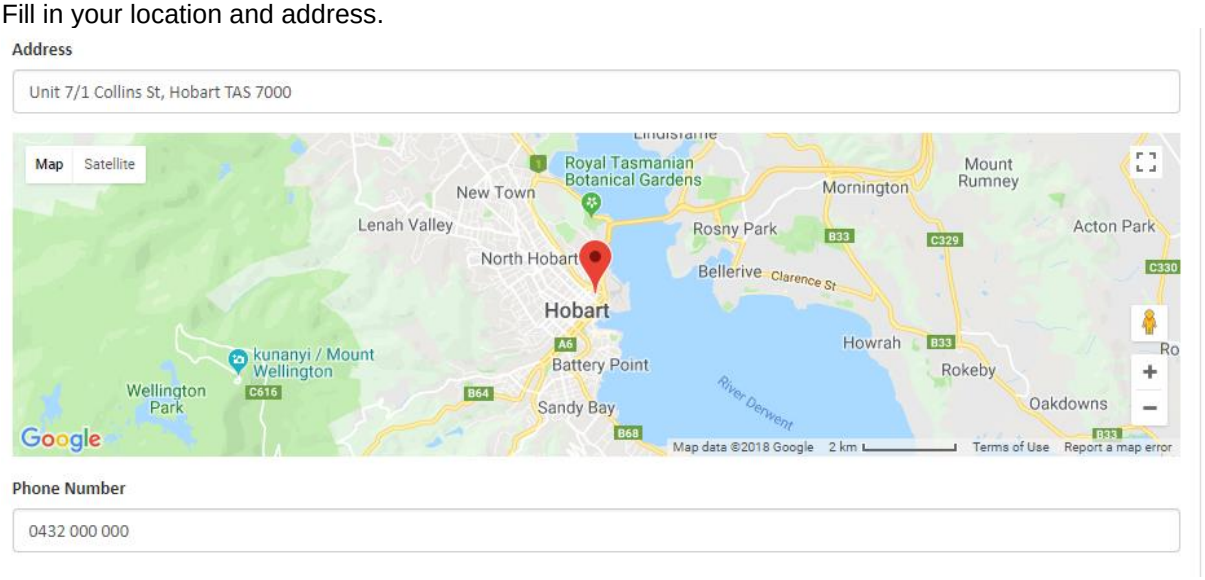
1. Click the link https://www.naati.com.au/MyNAATI/Apply
2. Choose Certification & Recognised Practising

CERTIFICATION &
RECOGNISED PRACTISING

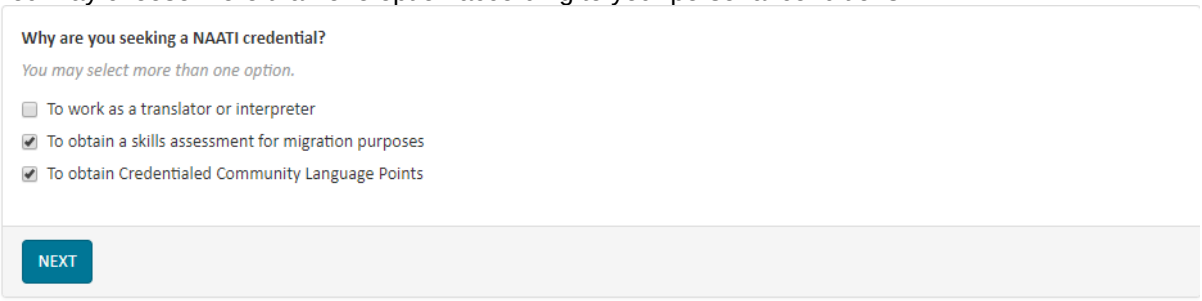
3. Fill in your personal details.



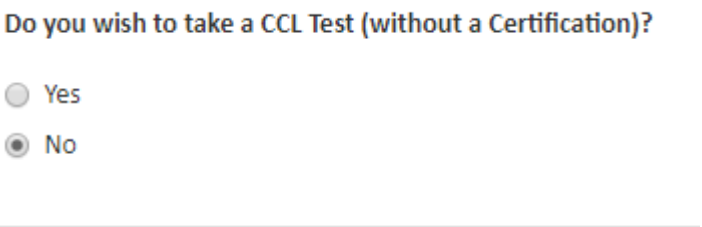
4. Fill in your location and address.



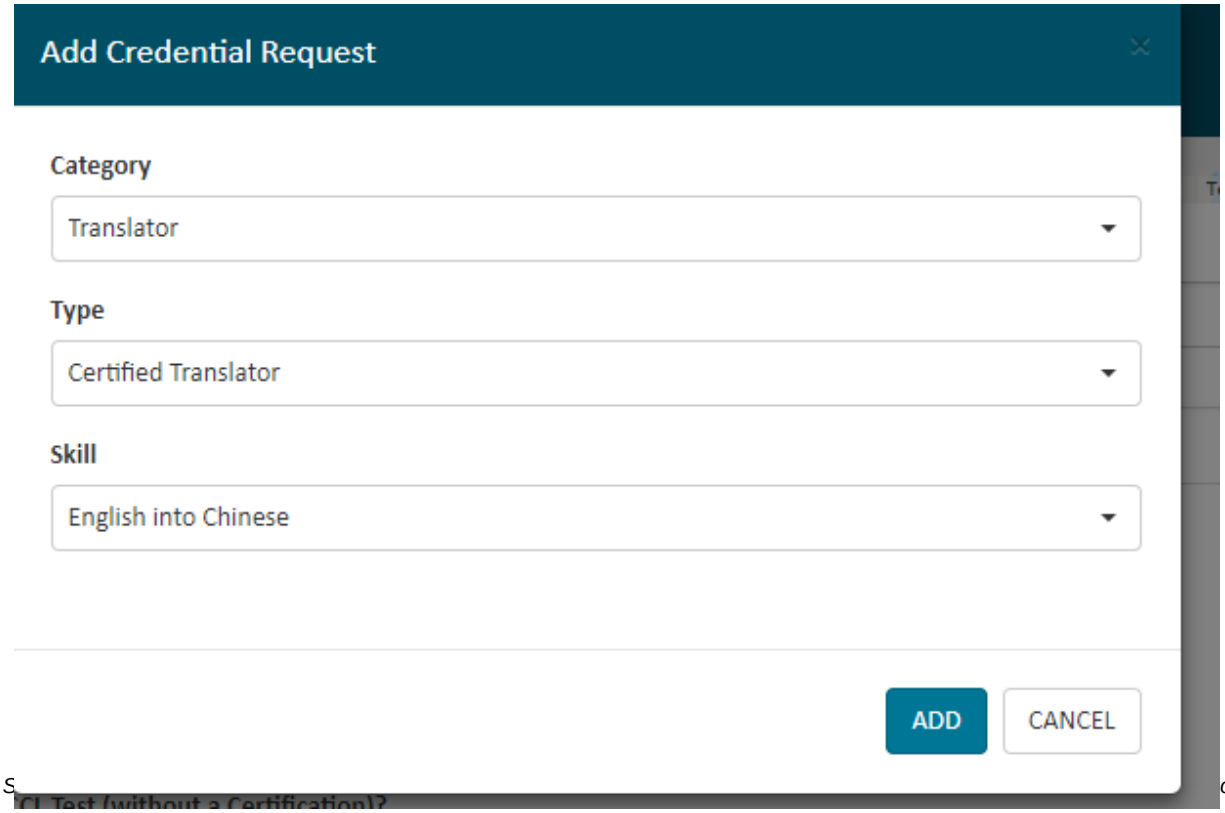
5. Choose the purposes of seeking a NAATI credential.
You may choose more than one option according to your personal conditions.

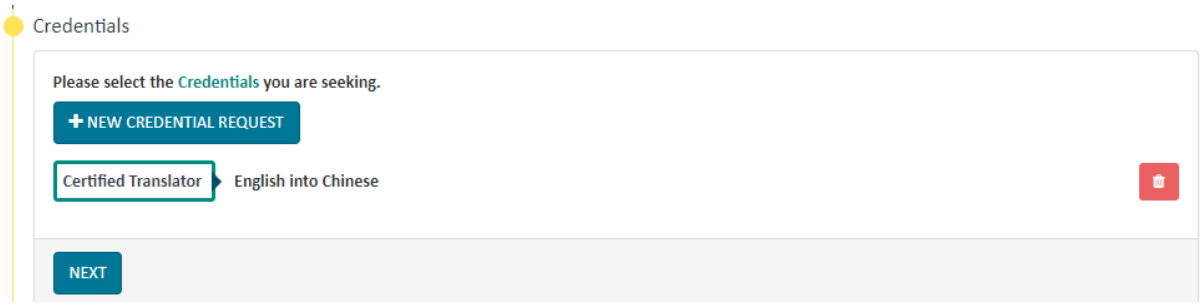


6. Choose “NO” if you do not wish to take a CCL Test.

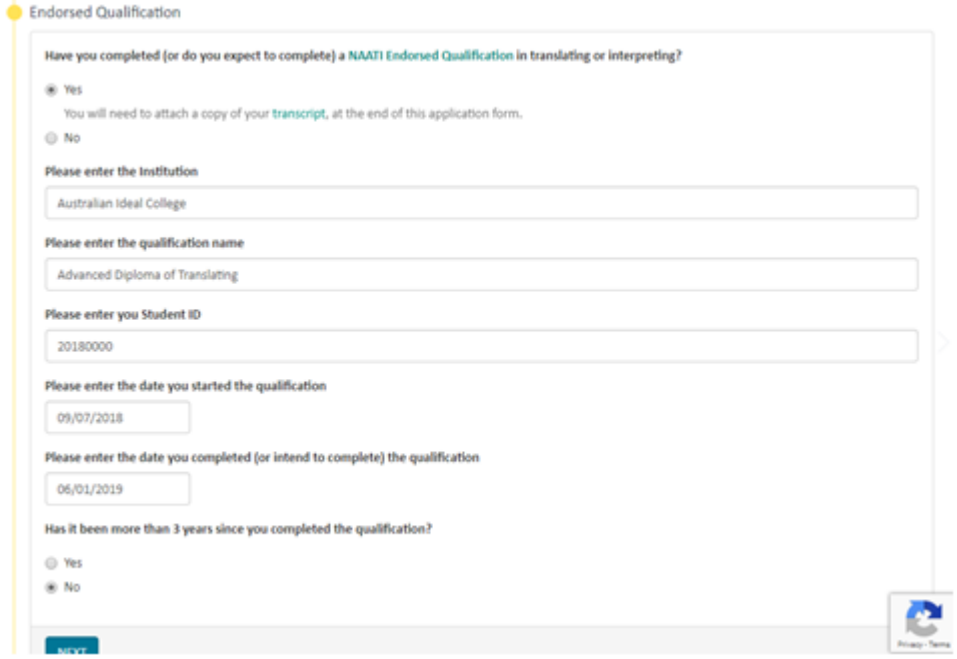


7. Choose “Certified Translator” for Type of Credential Request and “English into Chinese” for Skill of Credential Request, then click “ADD”.





8. Choose “YES” for NAATI Endorsed Qualification completion, and then enter your student number and other information about your institution (Qualification name: Advanced Diploma of Translating).



9. Choose Test Location
10. Choose “NO” for Sponsor
11. Upload your passport size photo.

Please find the following requirements of the photo you upload.

Your photo is critical to the integrity of the application process. Photos submitted with your application must meet these requirements:

- Good quality, less than six months old
- Clear, focused image with no marks or 'red eye'
- Plain white background that contrasts with your face
- Uniform lighting (no shadows or reflections) with appropriate brightness and contrast to show natural skin tone
- Face looking directly at the camera and not tilted in any direction
- Hair off the face so that the edges of the face are visible
- Eyes open, mouth closed
- Neutral expression (not smiling, laughing or frowning)

You must attach your photo electronically with your application. You cannot post or email your photo in separately. The photo file requirements for our online application system are as follows:

- **File format:**jpg, jpeg or png
- **File size minimum:** 500KB
- **File size maximum:** 2MB
- **Photo size minimum:** 900px wide by 1200px high
- **Photo size maximum:** 2250px wide by 3000px high
- **Aspect ratio (width to height):**4:3
- **Photo layout position:** portrait

NAATI will hold your photo for a period of **6 years** from your original application date. If you need to make another application to NAATI after that time, you will be asked to supply a new photo.

12. Upload your passport and the proof of enrolment. The proof of enrolment is the enrolment certificate indicating your course start date and finish date once your payment is received. If you don't have it, please send email to the relevant person below asking for it.
    - Sydney campus: vivian.chen@aic.edu.au
    - Adelaide campus: celia.liu@aic.edu.au
    - Hobart campus: yui.wu@aic.edu.au

Sample of Confirmation of Enrolment Letter

Australian Ideal College

RTO No.: 91679 CRICOS Provider Code: 03853G
Sydney Campus: Level 7 & 8, 75 King St, Sydney NSW 2000 Australia
Tel: +61-2-9262 2960 Fax: +61-2-9262 2938
Adelaide Campus: Level 3, 31-33 Rundle Mall, Adelaide SA 5000 Australia
Tel: +61-8-8123 5700 Fax: +61-8-9262 2938
Hobart Campus: GRD Floor, 116 Murray St Hobart TAS 7000
Email: admin@aic.edu.au Website: www.aic.edu.au

Educating for Excellence

Thursday, 16 August 2018

TO WHOM IT MAY CONCERN

RE: San ZHANG (SID: 20180000)

This is to confirm that the abovementioned student has enrolled the Advanced Diploma of Translating (CRICOS Code: 095448D) course with start date on 9th April 2018 and finish date on 7th October 2019.

Should you have any queries, please do not hesitate to contact us on 02 9262 2968 or at the address provided above.

Sincerely Yours,

Carolina Mejia
Student Services Officer

CERTIFICATION TEST INFORMATION_CERTIFIED TRANSLATOR

There are separate tests for LOTE into English and English into LOTE certification. The test you sit is from English into LOTE.

The Certified Translator certification test involves completing three tasks:

Task Type A: Two translations of a non-specialised text (you will translate two texts from a choice of three)

Task Type B: One revision of a non-specialised translation

Each test task will be on a different topic from a different domain.

Time allowed: 3.5 hours

(1) EQUIPMENT & FACILITIES PROVIDED

In the Test Room you will be provided with:

• a desk to sit at for the test.

• pen and paper for note taking (to be returned at the conclusion of the test).

• access to a power point for your laptop.

• a paper copy of the List of Error Categories.

• Access to toilet facilities.

No internet access will be provided or is allowed during the test.

(2) EQUIPMENT REQUIRED

You are required to bring a laptop with word processing software (able to open and edit Microsoft .docx), at least one USB port (Type-A/Regular) and power cord/connector (for your laptop). You will need to ensure that any input tools (or software) you require to type in your Language other than English (LOTE) are loaded onto your laptop

prior to commencement of the test. More information about equipment requirements can be found in the Policy for the use of Equipment and Resources for Translator tests. You may also wish to bring a mouse with you if you do not usually use your laptop touch pad. The functioning of all of this equipment for the duration of the test, 3.5 hours, is your responsibility. NAATI will not be able to provide specialised support in situations where your equipment does not function on the day of the test.

(3) USE OF ELECTRONIC EQUIPMENT

You cannot use communication functions on any electronic device during the test session. This includes, but is not limited to, mobile phones, laptops, tablets and other smart devices. You are only permitted to use your laptop for the purposes of accessing and typing the translator certification test. If you use a device to copy, record or photograph test materials or communicate with another person, your test will be cancelled with no refund.

(4) NAATI SUPERVISION OF TESTS

A supervisor will be present in the test session to assist you to set-up, track test start and finish times and manage any other test issues. The supervisor is not permitted to engage in a discussion about the content of the task or comment on your performance. If you require assistance during the test please raise your hand to alert the supervisor. You must follow the test supervisor's instructions at all times.

(5) RECORDING OF TESTS

The test files on the USB provided to you on the day of the test will form the record of your test and will be used for assessment purposes. You are responsible for ensuring that your test task responses are saved on the USB.

CERTIFICATION TEST INFORMATION_CERTIFIED PROVISIONAL INTERPRETER

For spoken languages, the Certified Provisional Interpreter test involves three tasks:

Task Type A: Two Consecutive interpreting face-to-face dialogue tasks

Task Type B: One Consecutive interpreting remote dialogue task (via telephone)

Each task is delivered as a live role-play. There will be two role-players, one English-speaking and one LOTE-speaking for each role-play.

You will be required to interpret in consecutive mode for each of the role-players. Each task will last 10-12 minutes and will be set in a different domain.

(1) EQUIPMENT & FACILITIES PROVIDED

Three types of room are used during testing:

• Waiting Room: where you go after you check in and wait for your test to start.

• Preparation Room: where you prepare for each of the test tasks. You will enter and leave this room a number of times during testing and leave your bag and resources here.

• Test Rooms: where the test task role-plays are conducted. A different room is used for each test task. In the Preparation and Test rooms you will be provided with pen and paper for note taking and water. Access to toilet facilities will be provided.

(2) ALLOWABLE RESOURCES & EQUIPMENT

You can bring the following resources and equipment:

• paper-based and electronic dictionaries, glossaries and thesauri

• paper-based and electronic self-developed resources such as terminology lists

• a smartphone, laptop or tablet. The smartphone, laptop or tablet needs internet access through a 3G or 4G mobile connection.

No WiFi access will be allowed during the test. You are responsible for providing these resources and equipment.

(3) USING YOUR RESOURCES & EQUIPMENT

In the Waiting Room you:

• can use paper-based resources

• cannot use electronic resources and equipment.

During your 15 minutes preparation time you can research the interpreting brief using:

• paper-based and electronic dictionaries, glossaries or thesauri.

• paper-based and electronic self-developed resources such as terminology lists.

• an internet connected electronic device: smartphone, laptop or tablet.

The supervisor will state when you can use your electronic device. This device can only be used to access resources related to the interpreting brief.

You cannot use any resources and equipment in the Test Room. You will be able to use the interpreting brief and any notes made while in the Preparation Room.

During the test session you may not use your device to:

• use electronic communication functions.

• record or photograph.

(4) NAATI SUPERVISION OF TESTS

A supervisor will be present in the Waiting Room, Preparation Room and each Test room. Supervisors manage:

• the logistics of the testing process

• the equipment recording your test

• track start and finish times of the tasks

• handle any issues which may arise.

The supervisor will:

• not discuss the content of the test or comment on your performance.

• answer questions about the test process (for example when your test will start). You must follow the supervisors' instructions at all times.

(5) RECORDING OF TESTS

Your test will be video and audio recorded for assessment purposes.

For more detailed information, please visit NAATI website www.naati.com.au

Student Acknowledgement

Date:

Declaration:

I hereby declare that I have read and understood all the pages in AIC Student Handbook which is made available to me through the AIC website or by emails.

Student ID:

Print Name:

Signature:

(This page must be signed and returned to AIC before commencing any course.)

Revision Record

Versions	Date	Description of modifications	Updated by
1	18.8.2010	Initial Draft	Jack Shen
2	20.10.2010	Useful links updated	Jack Shen
3	06.2.2011	Change of Terms & Conditions	Jack Shen
4	26.4.2012	Change 20 hours per week into 40 hours per fortnightly for work permit	Jack Shen
5	30.7.2012	Student Complaints & Appeals with detailed information	Jack Shen
11	16.8.2012	Remove the section for External Assessment Appeal Skills Australia	Jack Shen
12	11.01.2013	Add Accounting qualification	Susan Wang
13	01.07.2013	Update AQF, the Department of Education	Jack Shen
14	16.12.2013	Update Add Distance/online delivery	Susan Wang
15	15. 12.2014	Add new courses	Jack Shen
16	1.10.15	Update course duration and CRICOS Code	Jack Shen
16.1	1.10.15	P7 Delete Course Descriptions and Duration & Fees P9 Delete Entry Requirements P20 Delete Cancellation & Refund Policy	Chris Kim
16.2	10.01.16	P3 Update "Terms and Conditions of Enrolment" P5 Update the link: http://www.border.gov.au/Trav/Stud P7 Update "Accommodation"	Jack Shen
16.3	10.07.17	Update new CRICOS code for DI and ADT	Vivian Chen
	10.01.18	Update new NAATI accreditation procedure and National Code 2018, Department of Home Affairs	Vivian Chen
18.0	17.01.19	Update new Accounting courses	Shankar
	18.01.19	Delete NAATI accreditation procedure as it is replaced by certification Add NAATI certification test procedure	Vivian Chen
18.1	26 July 2019	Cover page: Update Contact Details of the College; P3 Update "General Terms and Conditions of Enrolments" P8 Update "Accommodation" contents	Jack Shen
19.0	28 June 2020	1. The following new courses are added under "VET Course Information" page 3: • BSB51515 Certificate IV in Project Management Practice (102435B) • Diploma and Advanced Diploma of Project Management • Diploma and Advanced Diploma of Travel and Tourism Management • Diploma and Advanced Diploma of Hospitality and Management 2. The term "NAATI Recommendation Examination Guidelines" has been changed into "NAATI Certification Test Guidelines" on page 31.	Susan Wang
19.1	8 August 2021	P3: New qualification: Diploma of Community Services approved and added under "VET Course Information"	Vivian Chen

Versions	Date	Description of modifications	Updated by
20.0	18 Feb 2022	G: Font and font size has been changed into our designated "Arial" 10; Format of the Student Handbook is completely changed by removing the boarders of the book; P3: The following new courses are added under "VET Course Information": -Certificate III in Individual Support (Ageing) -Certificate IV in Ageing Support P3: Add "and domestic" between "overseas" and "students" under **QUALIFICATIONS** P5: Delete the sentence "20 hours per week face-to-face teaching for English Courses" under **TEACHING HOURS** P6: Change "re-enrolment fee" into "re-join fee" under **OVERDUE AND LATE FEES** P8: Change "EAP" into " English for Academic Purposes (EAP)" under **Language Literacy and Numeracy** P8: Updated the Link **"https://www.homeaffairs.gov.au/trav/stud/more/health-insurance-for-students " into "https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility" under Overseas Student Health Cover** P9: fee for **Accommodation** is updated according to current rental market; P13: Delete **"**To apply for External Review, a student must complete an application form (available on https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form) under **Dispute Resolution Procedure** P23: Updated the link "https://www.lawlink.nsw.gov.au/ with "https://onlineregistry.lawlink.nsw.gov.au/content/" P23: ESOS website link updated; P23: DHA website link updated; P23: Privacy website link updated; P33: Campus contacts updated; P34: NAATI Website link updated as: https://my.naati.com.au/	Jack Shen
21.0	18 May 2024	Refund policy Clause 2.1.10 updated.	Jack Shen