STUDYING IN AUSTRALIA

Student Handbook

Australis Institute of Technology and Education

Introduction to Australia

Australia is the sixth largest country in the world and the world smallest continent situated between the Indian and the Pacific Ocean. Australia is made up of six states which are New South Wales, Queensland, Victoria, South Australia and and Western Australia and two internal territories- the Northern Territory and the Australian capital which contain Canberra.

Campus Locations in Sydney (Parramatta) – Gold Coast – Cairns

Introducing Sydney

Sydney is a vibrant, cosmopolitan city with a diverse population featuring a rich history, internationally-recognised tourist attractions and an exciting calendar of events.
Sydney is one of the world's most loved cities and it has a lively and vibrant buzz that makes it the ultimate winter destination. There are always plenty of things to do in Sydney from summer to winter – from sightseeing and world-class dining, to great walks and fun in the sand at one of Sydney's idyllic beaches. The Sydney Campus of Australis is located in the thriving centre of Parramatta, five minutes walk from one of Sydney's major rail and bus transport hubs, close to cafes, restaurants and large shopping malls. For further information about Sydney and events around the city please visit :

http://www.cityofsydney.nsw.gov.au/

Introducing Australis Institute

Australis Institute of Technology and Education (AITE) Pty Ltd is a Registered Training Organisation (RTO). We make every effort to provide a quality education to those wishing to purse careers in the fields of Business and Financial services. We Offer quality certificate and diploma programs that integrate general education, professional skills, and career focused education empowering you to develop and achieve your personal and career potentials.

Our mission is to meet the needs of our students by offering a variety of program choices that could lead to successful future careers.

BSB30120 - Certificate III in Business
BSB40120 - Certificate IV in Business
BSB50120 - Diploma of Business
BSB60120 - Advanced Diploma of Business
BSB40820 - Certificate IV in Marketing and Communication
BSB50620 - Diploma of Marketing and Communication
BSB60520 - Advanced Diploma of Marketing and Communication
BSB40520 - Certificate IV in Leadership and Management
BSB50420 - Diploma of Leadership and Management
BSB60420 - Advanced Diploma of Leadership and Management
BSB80120 - Graduate Diploma of Management (Learning)
BSB50820 - Diploma of Project Management
SIT30821 - Cert III in Commercial Cookery
SIT40521 - Certificate IV in Kitchen Management
SIT50416 - Diploma of Hospitality Management

CHC33015 - Certificate III in Individual Support
CHC43015 - Certificate IV in Ageing Support
CHC52015 - Diploma of Community Services
General English – Elementary to Upper Intermediate

Living in Sydney (NSW):

In New South Wales you can create a home in cosmopolitan, cultured communities and enjoy some of the highest living standards in the world. You can choose from buzzing beachside suburbs, leafy family neighbourhoods and rural farming towns.

NSW is Australia's most multicultural state, where over 200 different languages are spoken and the people are friendly and welcoming. Regardless of where you come from or where you decide to settle, you will find social and support networks with communities from many different backgrounds and religions.

- **Sydney: cosmopolitan capital**

Sydney, the state capital, boasts thriving arts, cultural and hospitality scenes. Here you can dine at restaurants ranked in the world's top 50, indulge in world-class shopping, see performances at the famous Sydney Opera House, swim and surf at golden beaches or relax in lush parklands. Visit the Sydney.com website to learn more about what our city has to offer.

- **Weather and Seasons**

NSW is famous for its warm weather, which is temperate enough for people to enjoy year-round outdoor lifestyles throughout the state. In Sydney, the capital of NSW, there are only 23 days a year when the sun doesn't shine.

NSW is home to a wide range of climates from sun-drenched coastal beaches and lush forests to snowy alpine regions and the arid outback desert. Temperatures and rainfall vary from region to region, though are generally mild and welcoming.

For more information visit weather in NSW.

- **Time Zones**

With a land mass close to 7.7 million square kilometres, Australia is the world's sixth largest country and is divided into three separate time zones.

For more information visit Time zones.

- **Lifestyle**

There's more to NSW than just Sydney – beyond the city's borders you will find lively satellite cities and picturesque country towns nestled among vineyards, national forests, snow-swathed mountains, outback desert and sun-drenched beaches.

Check out the **visitnsw.com** website to discover more of NSW.

Arranging Accommodation:

AITE can provide accommodation through our preferred home-stay or short term accommodation service provider in Sydney. Although we can organise accommodation for you, we are not responsible for and make no guarantee as to accommodation services or costs. Please be aware that the minimum stay of booking is four weeks. Accommodation booking fee varies between $110 and $170 AUD (including GST). **The minimum stay of booking is four (4) weeks.**

Students who study in Australia have the option of a number of types of accommodation, and can choose to live with other students or by themselves. Most international students prepare or buy their own meals however some accommodations offers cooked meals as well as accommodation.

- **Share accommodation**

This usually involves the payment of bond (commonly 2 or 4 weeks rent), which is refundable if the room is left in good condition. Telephone, gas and electricity are additional costs shared between the tenants.

boards and newspapers (online or print) are generally the most common places to find share accommodation.

- **Rental Accommodation**

Rental properties involve signing of a lease contract and paying a 4 week government held bond, which is refundable if the dwelling is left in good condition. Lease contracts are typically 12 months or six months in length.

- **Homestay Accommodation**

Homestay accommodation is popular among students and involves living with an Australian family in a shared or private room. Homestay accommodation is often arranged by the educational institution or privately by the student

- **Budget Hotels and Guesthouses**

Budget hotels and guesthouses typically involve accommodation in a dormitory or a private room excluding meals and are common among language or short course students and backpackers.. Cheaper for weekly rates. Electricity and gas are usually included

- **Cost of Utilities**

There are of course other costs associated with living in Australia. Please take these into account. For example, the extra cost of the use of electricity, the telephone and gas on top of your rent.

Temporary Accommodation:

- **Hotels, Motels & Backpackers**

Generally, the price you pay for accommodation will determine its quality.However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

For more detailed information about Hotels, Motels & Backpackers please visit www.wotif.com.au

- **Staying With Friends or Family**

If you know someone in Australia, this is a great way to settle in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

Things to Keep in Mind When Renting:

- **Security Deposits/Bond**

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A$1,000 dollars. The bond is usually set at four weeks' rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

For more information visit NSW Government Fair Trading's website Taking a bond.

- **Signing a Lease**

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

- **Inspection of Property**

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the
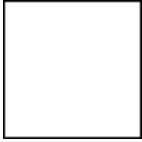
Managing my Finances:

- **Living costs in Australia**

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, use the link below:
https://costofliving.studyaustralia.gov.au/.

Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- **You** - $ 24,505
- **Your partner** - $8,574
- **Your first child** - $3,670

All costs are per year in Australian dollars. To convert to your own currency, visit http://www.xe.com/
The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au. If you experience financial trouble while in Australia, please talk to our Student Services Officer for assistance.

Working in Australia

- **Permission to Work**

People granted student visas automatically receive permission to work for up to 5 years with their visa grant. Most student visa holders no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australia until the first official day of classes when Australis will confirm your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request that they do.

- **Working While Studying**

1. You are not permitted to start work until you have commenced your course of study.
2. You can work a maximum of 48 hours per fortnight during the term and unlimited hours when your course is **not in session**. (from 1 July 2023 as per DHA)
3. The Department of Home Affairs (DHA) considers your course to be **'in session' :**

   o for the duration of the advertised semesters (including periods when exams are being held)
   o if you have completed your studies and your Confirmation of Enrolment is still in effect
   o if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Home Affairs)
For a full list of **mandatory** and **discretionary** student visa conditions please visit
https://www.immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

- **Finding Work**

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:

Newspapers
University Job Boards
Online - try these online companies:

- **Earning an Income**

Taxes
Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn.

Getting a Tax File Number
You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au **,** or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

Taxation Returns
If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return,** or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tpb.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation
If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 10.5% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.
To check your eligibility to claim your superannuation and to apply for your payment, visit:
 www.ato.gov.au/departaustralia
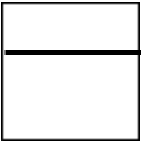
Begin:

Arrive early

AITE provides an International Student Orientation before the commencement of classes. It is a requirement of ESOS (Education Services for OverseasStudents) Act 2001. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. Your education agent can also tell you about the orientation and how the college helps students get to know college life during the orientation. AITE has close associations with agents and these details are referred to in our agent management policies and procedures. Once you are concentrating on your studies, you will already feel comfortable with the college its staff and its services.

Arriving early to attend orientation gives you the chance to;
- See and talk to the most important people you will need to know at the institution. They are here to help you settle into your college. They include :

    o   Student Services Staff
    o   Academic Coordinator
    o   Principal
    o   Student Welfare Officer
- Enrolling early will help you to get your student card early. You will need your student card to open Bank accounts, borrow books from the library, and more.
- Find your way around the campus
    o   Library
    o   Computer rooms and facilities
    o   Recreation and eating areas
    o   Classrooms
- Meet other International students who may share your classes and share your concerns. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things other students know before you get to meet them at orientation activities later.

- ## What to Do First
Report to the Student Services Officers on your arrival. They will take care of the rest for you.

- ## International Student Orientation
Report to the Student Services office for further details on the Date and time for Orientation. Emails are also sent out 2 weeks prior to course commencement for the Orientation schedule to International students.

- ## International Student 'Code of Conduct'
Students should refer to the AITE's policy - Standard 13 of the National Code – Deferment, suspension or cancellation of study during enrolment for expected Code of Conduct. This policy is available on AITE's website.

- ## **Mode of Study (Delivery)**

Australis Institute courses are delivered Face to Face via [Moodle](#)**= 6 hours/week** online and **Face to Face classes = 14 hours/week**. As per DHA student visa requirements, international students are required to study on a full-time basis which is equivalent to a minimum of 20 contact hours per week for all ELICOS and vocational education courses. Class sizes do not exceed 18 students per teacher for ELICOS courses.

VET (Vocational) Mandatory Work-Placements

Some of the Australis Institute's qualifications may have mandatory work-based training components which must be undertaken in order to gain the qualification. These work-placements are usually arranged by Australis Institute unless the student finds their own work-placement arrangements.

Mandatory work-placements will be conducted off-campus. Australis Institute currently has arrangements with certain businesses to provide the facilities for these work-placements. These businesses are usually located in the close proximity of the Australis Institute campus (if not within the same city).

VET Attendance, Course Progress and Assessment requirements

If you have any special learning needs, an individual plan will be initiated and monitored
please clearly identify them on your international student application form
(under section 5) so that appropriate arrangements can be put in place to address your special needs. Student individual plans will be maintained and reviewed as per the students needs
Students are informed of the expected performance and knowledge evidence as well as the assessment conditions in the beginning of each unit of competency.
 Students are also given an assessment tool and learner resources for each unit of competency.
Please be aware that satisfactory course progress is a mandatory requirement for all Australis Institute's VET courses. Attendance is also monitored weekly via attendance tracking software. Please note that the successful completion of any VET related courses, requires the student to complete all assessments for each unit of competency enrolled by the student.

ELICOS Attendance, Course Progress and Assessment requirements

As an ELICOS student If you have any special learning needs, please clearly identify them on your international student application form (under section 5) so that appropriate arrangements can be put in place to address your special needs. Students are informed of the expected outcomes for each program in each term. Students are given a copy of the learning outcomes, so they can independently track their learning progress.

All the attendance will be recorded and monitored via Attendance tracking Software

We offer weekly, mid-term and final assessments for all our ELICOS courses for students to ensure the teaching and learning materials are taught successfully. This also ensures that our students have grasped the content of the lessons efficiently and effectively.

Please be aware that **minimum of 80% attendance** and satisfactory course progress are the mandatory requirements for our ELICOS courses. Attendance is monitored weekly. Please note that the successful completion of any ELICOS related courses, requires the student to complete all assessments, homework and projects assigned by the Institute and the teachers.

In the case of low attendance (below 80%), please be aware of the following procedure:

- 1st Warning – via email/phone/in person
- 2nd Warning – via email/phone and a formal meeting with the class teacher
- 3rd Warning – via email and formal meeting with the ELICOS Academic Manager and Principal, if a student fails to comply then this will result in the cancellation of the student's Confirmation of Enrolment (COE).

Please be aware that students who wish to gain an extension for their assessments due to medical reasons, will need to provide a medical certificate as proof, and this also needs to be discussed with the class teacher and the ELICOS Academic Manager before the assessments are due.
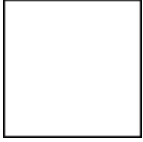
Campus & Facilities:

- **List of Facilities**

    Students will have access to the following facilities at AITE:
- Computer Labs
- Library and Online Library (EBSCO)
- Fully Equipped Classrooms
- Student recreational area and kitchen
- Multifunctional Printers (Print, Scan and Copy)

Timetables:

Students will be provided with their course specific timetables at the orientation session. Students can always request a copy of their course timetable from Student Services office or by emailing
support@australisinstitute.nsw.edu.au

Academic Support & Expectations

For further information on any of the following or any academic related matters please refer to the Course Progress Policy & Procedures which can be found on the AITE Website. Also refer to Student Course Progress Policy and Procedures in this Student Handbook.

- Teaching & Learning in Australia
- Keys to Academic Success
- Study Skills
- Plagiarism
- Resources
- Tutoring
- Assessments and reports.

- **USI Number**

    Students need to have a Unique Student Identifier (USI) if undertaking a nationally recognised training delivered by a Registered Training Organisation (RTO), this is the individual education number for life and provides an online record of the vocational education and training (VET).
    Please find more information how to apply at www.usi.gov.au

- **Language, Literacy and Numeracy**

Australis Institute Technology & Education understands the importance of skills in English Language, Literacy and Numeracy (LLN) and recognises that many overseas students do not have the LLN skills they need to effectively participate in training and workplace communication.

Further information on LLN policy and procedures can be found on [AITE's website](). Refer to General English Course under "Courses".

The purpose of this Language Literacy & Numeracy Policy is to ensure that Australis Institute's Trainers and student support officers can identify LLN skill levels and assist Students with LLN skill needs, in order to provide students with as much opportunity as possible to complete their learning and assessment requirements, when attending Australis Institute Courses.

- **Transportation Card**

    Students who are full-time are eligible for a concession card on public transportation. Please contact Student Services Officer to apply for your concession. Please note that travelling on concession fare without your student ID penalties will apply.
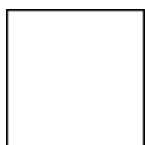
Computer Labs: Library Services:

AITE provides a resource library as well as access to an online library (EBSCO) which has extensive reference resources available. These details will be provided during orientation.

AITE provides fully equipped Computer labs with all the software required for AITE courses. All the computer labs have internet access. Students are requested to adhere to the Acceptable Use of Computer Policy provided to them at the time of orientation.

Health & Safety on Campus:

AITE takes the health and safety of each and every student, staff and trainers very seriously. Students should Refer to the AITE's policy - Standard 6 of the National Code – under Overseas Student Support Services.
This policy includes the Critical Incident policy which is also available in this Student Handbook and on [AITE's website.]()

Obligations of AITE to their students:

It is Australis Institute's obligation to their students that Australis Institute is responsible as the Registered Training Organisation for the quality of the training and assessment in compliance with Standards for RTOs 2015, and for the issuance of the AQF certification documentation.

- **Complaints & Grievances**

Students should refer to the AITE's policy and procedures - Standard 8 of the National Code – Complaints and Appeals policy. This is available on AITE's website and also under Internal Appeals and Academic Appeals in this Student Handbook.

- **International Student Visa Conditions**

For a full list of **mandatory** and **discretionary** student visa conditions please visit
https://www.immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

- **Current Address Details**

International students must notify their residential address in Australia within 7 days of arriving in Australia to their registered provider AITE.

International students must also notify their change of address within 7 days to AITE while enrolled in the course. Refer to Change of Student's Details Form in Applications and Forms on AITE's website.

Student Administration Information

- **Paying Fees**

Students are expected to pay their fees on the due dates as per the agreed schedule in the Letter of Offer. Failure to pay the fees on the due date may lead to fines being imposed.

- **ID Cards**

Student ID cards are issued after the orientation session by student services. It is mandatory to retain your ID cards while on the Campus.

- **Refund & Cancellation Policy**

Students should refer to the AITE's policy – Course fees and refund policy. This policy is available on AITE's website.

Student Support Services

- **International Student Office**

Australis Institute of Technology & Education (AITE)

Level 2, 25-35 George Street,
Parramatta- NSW 2150
Tel: + 61 2 9633 1222
Fax: +61 2 9633 1888
Email: info@australisinstitute.nsw.edu.au
Website: www.aite.edu.au

- **Student Services Officer**

Email: assistance@australisinstitute.nsw.edu.au

- **Student Welfare Officer**

Email: support@australisinstitute.nsw.edu.au

- **Ancillary Student Services**

Student Accommodation Office

Australis Tours and Travels P L
Level 2, 25-35 George Street,

Parramatta- NSW 2150
Tel: + 61 2 9114 6166
Fax: +61 2 9633 1888
Email: info@australistravels.com.au
Website: www.aite.edu.au

Quick Guide to Key Personnel:

WHO TO SEE   ISSUES

ACADEMIC

Trainers and Assessors	Questions about content of units, teaching procedures, assessment.
Academic Managers	Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study **(Inform Student services Officers first)**

ADMINISTRATIVE

Student Welfare Officer	Visa problems, financial problems, enrolment and short term accommodation.
Student Welfare Officer	Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.
Student Support Officer	Timetable, registration in subject units, change of address.

PERSONAL

Student Welfare Officer	Problems with relationships, home-sickness, gambling, depression, relationship issues.
	Spiritual / religious issues, personal problems.
	Sexual harassment, discrimination issues.
	Examination / study adjustments.
	Accommodation issues

Commonwealth Register of Institutions and Courses for Overseas Students

Student Administration and Management

Student Course Progress Policy and Procedures

Australis Institute of Technology & Education has adopted Standard 10 (The National Code), *Monitoring Course Progress*, for all its CRICOS courses.

Rolls

An attendance roll prepared for each class with the trainer's name, class or unit name, weeks and days. These Attendance Rolls must be kept on the premises at all times and must be accessible to the Intervention Officer and Academic Coordinator.

The Attendance Roll is to be marked by the Trainer at the end of each class or session, indicating the number of hours each student attends, ranging from 0 for absent to (Tick) depending on the number of hours attended. The Trainer is also responsible for entering each week's Attendance data on the roll. The Trainer has to confirm, by signature and date, the accuracy of the Attendance Roll and the RTO Manager Software printout at the end of every week.

Trainers have to submit their completed Attendance Roll sheets to the Attendance Intervention officer at the end of each week.

Students should submit all medical certificates and other documents justifying an absence to their Trainer or to the Attendance the Intervention officer.

AITE Monitors the attendance via attendance manual software.

Warning Letters

Trainers are responsible for notifying the Intervention Officer of the name and attendance details of any student who is absent for more than five consecutive days. The Student Services Officer will send an **Extended 5+ Days Absence SMS** requiring the student to make an appointment with the Intervention Officer for counselling and additional support if needed.

The Intervention Officer will prepare an Attendance Monitoring Report in Weeks 4, 7 and 11 or 12 (depending on the length of the course). This report identifies students who are at risk of not attending at least 80% of the scheduled class hours for the Term, and those whose attendance is unsatisfactory (under 80%), and forwards the Report to the Student Services Officer.

Student Services will send an email warning to students identified in the Report. There are three different warnings:

1. An **Attendance At Risk** will be sent to students whose attendance falls to between 80 to 84 per cent. They will be advised of their attendance requirements and informed of counselling assistance if it is required.

2. An **Unacceptable Attendance Warning Letter** will be sent via Email to students whose attendance is below 80 per cent and likely to be between 70 and 80% for the whole Term. They will be advised of their attendance requirements, told to meet the Intervention Officer and sign an Attendance Agreement, and offered counselling and professional assistance.

3. An **Unacceptable Attendance Intention to Report Letter** will be sent via Email to students whose attendance falls below 80% for a full Term and have not responded to a previous warning, and those whose attendance falls below 70% for the whole term. This letter will advise recipients of Australis Institute of Technology & Education's intention to report them to DHA via PRISMS, that being reported could affect their student visa status, and of their right to Appeal within 20 working days against being reported.

    Australis Institute of Technology & Education may choose not to Report a student if:

    - she/he is attending at least 70% of the scheduled class hours, complying with the Australis Institute of Technology & Education Intervention Strategy Attendance Agreement, and maintaining satisfactory course progress; and/or if
    - she/he has compelling and/or compassionate circumstances preventing attendance.

Internal and External Appeals and Reporting

Students who receive an Intention to Report Warning Letter, are entitled to make an Internal Appeal on the grounds that Australis Institute of Technology & Education had not informed students of its Attendance Policy and Procedures, had not kept accurate records of attendance, had not implemented its Attendance Policy and procedure correctly, and/or on the grounds that the student experienced demonstrable compelling and/or compassionate which prevented them attending classes and continuing with their studies.

If a student's Internal Appeal is rejected, that student has the right to make an External Appeal to the Overseas Students Ombudsman.

Throughout any Appeals processes against being reported for poor attendance, a student's enrolment will be maintained and they will be responsible for maintaining both satisfactory attendance and academic progress. If their Appeal is successful they will continue their classes and courses.

If a student makes no appeals or if the appeals processes end in a rejection of the appeal, the student's enrolment will be terminated and Australis Institute of Technology & Education will notify DIAC via PRISMS of this decision. DEEWR will send a copy of *section 20 notice* to the student's last known address.

The *Australis Institute of Technology & Education Monitoring Attendance Policy and Procedures* statement is published on the Australis Institute of Technology & Education Website on the following link:

and all trainers are responsible for accessing, reading and understanding the policy and procedures and their specific responsibilities. Hard copies of the statement are also kept with the Academic Coordinator, the Intervention Officer and with the Compliance Manager.

Level 1 (Completion of Unit) Academic Intervention Strategy

In situations where a student has failed to meet the necessary level of competence in any specific Unit of Competency, The Trainers are also responsible for implementing the Level 1 (Completion of Unit) Academic

Intervention Strategy which entails:

- individually meeting students who failed to secure a Competent assessment;
- discussing options and strategies for ensuring that they address any issues interfering with their academic progress to maximise their opportunities to complete their course within the expected duration as defined on their CoE.

Specific interventions begin with identifying the probable reason(s) for a student's failure to attain the required Competency and, depending on a student's attendance, reasons for their failure and possible personal problems, could then include:

- If a student has attended a minimum of 70% of Unit class hours, encouragement to resubmit Unit assessment tasks assessed as 'Not Yet Competent' within two weeks of the Unit's completion.

- If a student has attended a minimum of 70% of Unit class hours but failed to resubmit for assessment within the required two (or three) weeks, referral to the Academic Intervention Officer to negotiate a study plan including participation in an end of study period Reassessment Workshop (at no cost for the student) and undertaking Reassessment.

If a student has attended was under 70% but over 50% of Unit class hours, referral to the Academic Intervention Officer to negotiate a study plan including

- participation in an end of study period Reassessment Workshop (at no cost for the student) and undertaking Reassessment.

- If a student has attended under 50% of the Unit class hours, the Academic Intervention Officer will generally require them to re-enroll for that Unit and organise a corresponding extension of their CoE,
- If a student has attended less than 50% of the Unit class hours as a result of Compassionate and Compelling Circumstances or other approved Leave of Absence and that student has no more than two Units left to complete their course, the Academic Intervention Officer may permit them to participate in the end of term Reassessment Workshop and submit for assessment. If they are then assessed as 'not yet competent' they will then be required to re-enroll for the Unit/s and organise a corresponding extension of their CoE.

- If a student's attendance is either 'at risk' or unsatisfactory for the study period, referral to the Attendance Intervention Officer who will negotiate an Attendance Plan.

- If the student appears to be in need of professional assistance and academic and personal counselling, referral to the Student Welfare Officer.

When completed, the Trainer /student services officer is responsible for entering the Level 1 Intervention details in RTO Manager Software.

Trainers are responsible for ensuring that within two weeks (unless extended to three weeks by the Academic Coordinator) of the completion of each Unit of Competency all:

- Students have received feedback on their assessments;
- Assessments have been submitted to the Academic Intervention Officer with completed, signed and dated Result Coversheets; l
- Assessment results have been entered in RTO Manager Software; and all
- Student Interventions and referrals have been implemented.

Information on the range and nature of student services available to students experiencing academic and/or personal social difficulties is available in the Australis Institute of Technology & Education Pty Ltd Student Services Policies and Procedures published on the Australis Institute of Technology & Education Pty Ltd Website, and in the AITE Students' Handbook.

Upon completion of each Unit the Academic Intervention Officer will check that all Trainers have completely and correctly entered the results on both the Results Cover Sheet and RTO Manager Software, and completed and signed the Assessment Submission and Level 1 Intervention Checklist. On completion of this check, the class's assessments are filed in the individual student files by the Records Management Officer.

Classroom Behavioural Requirements

The security and appearance of the classrooms is the responsibility of the Trainer allocated to that room and should reflect the professional image that the Institute holds. As ownership and pride in the student's surroundings and the presentation of their work is to be considered part of their professional development it is expected that these activities could be incorporated into class time.

Behaviour in the classroom is expected to be conducive to the most effective learning environment for the class participants' observation of consideration and respect for classmates and teachers is expected.

Trainers are responsible for maintaining appropriate standards of classroom behaviour, themselves and students. To this end trainers should be mindful that:

- No food or beverages are allowed to be consumed in the classrooms.
- At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened. This is to be checked by the trainer before dismissal of students.
- In the case of temporary rearrangement or movement of college resources and materials, these are to be returned by the students at the end of the session.
- All classrooms should be locked when not in use together with light and computers switched off.
- If class rooms are required for use outside usual class times bookings are required to be made in advance through the Academic Coordinator.
- Vacuuming cleaning services are provided.
- The use of electronic equipment, such as mobile phones and walkmans, is not permitted in the classroom by students or staff.
- A laptop computer is permitted provided it is relevant to the class.
- The use of a dictionary by students in class is permitted.
- Students are expected to use appropriate language at all times.
- Trainers are also reminded that the use of offensive language in class does not reflect the college philosophies.
- Students are expected to speak English in the classroom in accordance with local custom.

Computer Laboratory Code of Conduct

All students and staff will treat the Australis Institute of Technology & Education computing environment with responsibility and respect. Australis Institute of Technology & Education is committed to legal norms in the area of software usage; software and commercial documentation cannot be copied as it will violate Australis Institute of Technology & Education policy and Federal copyright statutes.

The Computer lab code of conduct is as follows:

- No smoking, drinking or eating is allowed in any computing facility. Neither open nor unopened food nor drinks are allowed in the labs. Students and Trainers cannot bring food and/or drinks into the labs. Residue from food and drink affects the working condition of the keyboard/mouse components and creates an undesirable working environment.
- You must be considerate of other users. Privacy and concentration are important in the computer labs. If you need to talk to somebody, please do so in a way that does not disturb other lab users.
- The computing labs are an academic resource. The following will not be permitted in the computer labs: games, Internet relay chat software, playing cards etc.
- Lab management is not responsible for any diskettes or belongings left in the computer labs. Please make sure you take your diskettes with you when you leave. If a diskette becomes stuck or jammed in any drive, it will be removed. Data recovery will be attempted for the convenience of the user.
- Do not make changes to the hard drive configurations of the computers in the labs.

- Software that is downloaded from the Internet is not to be installed on any lab computer for any purpose. Save your work to your own floppy disk
- Attempting to damage or destroy information on the computers will not be tolerated.
- You are expected to leave your computer workstation in the same condition as you found it. This includes putting chairs back in place and exiting all open applications when you leave.
- Sexual Harassment of any type will not be tolerated in the computer labs. Examples of sexual harassment may include, but are not limited to: displaying rude or offensive sites, verbal harassment or abuse etc.
- You are responsible for reading and abiding by all signs posted in the labs.
- Hardware and software is installed and maintained by Australis Institute of Technology & Education Technical Support.
- Student service officers open labs at 8:30 am till 9:00 pm, Monday to Friday.
- Please consult the student service officer at the front desk if the lab is not open.
- Australis Institute of Technology & Education Technical Support may close labs without notice in cases where the lab requires emergency repairs.
- On scheduled maintenance times, notices would be posted ahead of closure whenever possible.

Student Support

Awareness of and access to a range of student support services play vital roles in ensuring that international students make an effective transition to life and study in Australia and to achieving the learning outcomes of their programs.

This is particularly true for dynamic but relatively small internationally oriented Registered Training Organisations such as the Australis Institute of Technology & Education (Australis Institute of Technology & Education). Australis Institute of Technology & Education is committed to ensuring that these standards are maintained, and that they comply with all legislative and regulatory requirements established under the:

- ESOS ACT;
- ESOS Regulations;
- National Code;
- Migration Act; and
- Migration Regulations.

- the availability of and access to a comprehensive range of support services;
- complaints and appeals procedures;
- visa conditions relating to student academic progress;
- Australis Institute of Technology & Education's critical incident policy and procedures; and
- Australis Institute of Technology & Education staff with responsibility for these services and procedures.

The Institute recognises that in most cases international students do not have close family available to care and provide support to them in Australia, and that it is imperative

that Australis Institute of Technology & Education and its provider partners respond in a practical, professional and timely way to their educational, health, and psychological needs. This commitment includes responding to any critical incident involving an international student, and maintaining comprehensive records of all requests for support and responses to those requests.

Australis Institute of Technology & Education's *Student Support Services Policies and Procedures* provide details as they relate to the provision of support services and a critical incident procedure for its international students, and the timely provision of comprehensive up-to-date information about those policies and procedures and services, and gaining access to the support they provide.

The statement is published on the Australis Institute of Technology & Education Website on the following link: http://www.australisinstitute.nsw.edu.au/index.php/student-support and all trainers are responsible for accessing, reading and understanding the policy and procedures and their specific responsibilities. Hard copies of the statement are also kept with the Academic Coordinator and with the Compliance Manager.

Australis Institute of Technology & Education is committed to providing an effective and complete orientation to ensure that international students are introduced to key personnel, familiarised with the facilities and procedures of the College, and adequately prepared for study at Australis Institute of Technology & Education and adapting to life in Australia.

Student Services - Reception

Australis Institute of Technology & Education has a dedicated Student Services Officer –- who is able to assist students with the following matters:
- Pay tuition fees
- For course variations e.g. Leave of Absence, Extension of CoE's, etc.
- Overseas Student Health Cover
- To find relevant Australis Institute of Technology & Education staff
- Appointments to see or speak to
- Academic Coordinator
- Intervention Officers
- Student Services and Welfare Coordinator
- Compliance Manager
- Change of personal details
- General inquiries
- Contact details for legal, medical and emergency services
- Complaints
- Student cards

Alternatively, students can also email their initial inquiries to support@australisinstitute.nsw.edu.au Phone: (02) 9283 3601 Ext: 136

Legislation

Australis Institute of Technology & Education is a Registered Training Organisation (RTO) which provides training for domestic and international students.

We are registered as a RTO code 91630 and also registered as a Commonwealth Register of Institutions and Courses for Overseas Students code 03173K.

Students need to be advised about any applicable legislation, Codes or Regulations that may be affected.

Please find below relevant legislations and authorities:

Education Services for Overseas Students Act (ESOS Act) 2000

https://www.legislation.gov.au/Details/C2017C00292.

The Australian Skills Quality Authority (ASQA)

https://www.asqa.gov.au/

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

https://www.studyinaustralia.gov.au/

Unique Student Identifier (USI Number)

https://www.usi.gov.au/

Privacy Act 1988

https://www.legislation.gov.au/Details/C2017C00283

Workplace Safety Act 2011

https://www.legislation.gov.au/Details/C2011A00137

Anti-Discrimination Act 1991

https://www.legislation.qld.gov.au/view/pdf/2017-06-05/act-1991-085

Disability Discrimination Act 1992

https://www.legislation.gov.au/Details/C2017C00339

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code).

https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026943

The Tuition Protection Service (TPS)

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

National Vocational Education and Training Regulator Act 2011

https://www.legislation.gov.au/Details/C2011A00012

Fairwork Ombudsman

https://www.fairwork.gov.au/

Welfare and Counselling

The first point of contact for international students experiencing personal difficulties of a non-academic nature (financial problems, health problems, and all matters related to the welfare, safety, visa and emergency situations) is the Australis Institute of Technology & Education Student Services Officer who will refer them to the Australis Institute of Technology & Education Student Services and Welfare Coordinator.

Students experiencing Health and/or psychological-emotional problems will be referred to professional medical services and counsellors by either the Australis Institute of Technology & Education Student Services and Welfare Coordinator or the Australis Institute of Technology & Education counsellor who is responsible for handling initial inquiries, assessing the situation and, when necessary, referring students to appropriate professional help.

Students experiencing problems of a legal nature (theft, break-ins, assault, sexual abuse and assault, racial/ethnic abuse and/or discrimination) will be referred by the Student Services and Welfare Coordinator to appropriate bodies for assistance. Where appropriate the Student Services and Welfare Coordinator will be available to accompany the student to such services if requested to do so by the student.

A counsellor is available to talk through any problems students may have, and to lend a sympathetic ear. The counsellor can help students with the following, or any other, problems:

- Crises in student's life;
- Difficulty in making an important decision;
- Feeling depressed;
- Feeling highly stressed;
- Alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting student's health or social functioning, including your study;
- Eating disorders;
- Suicidal thoughts;

Students can make an appointment at Student Services reception to see Student Services and Welfare Coordinator or alternatively students can contact them directly via:
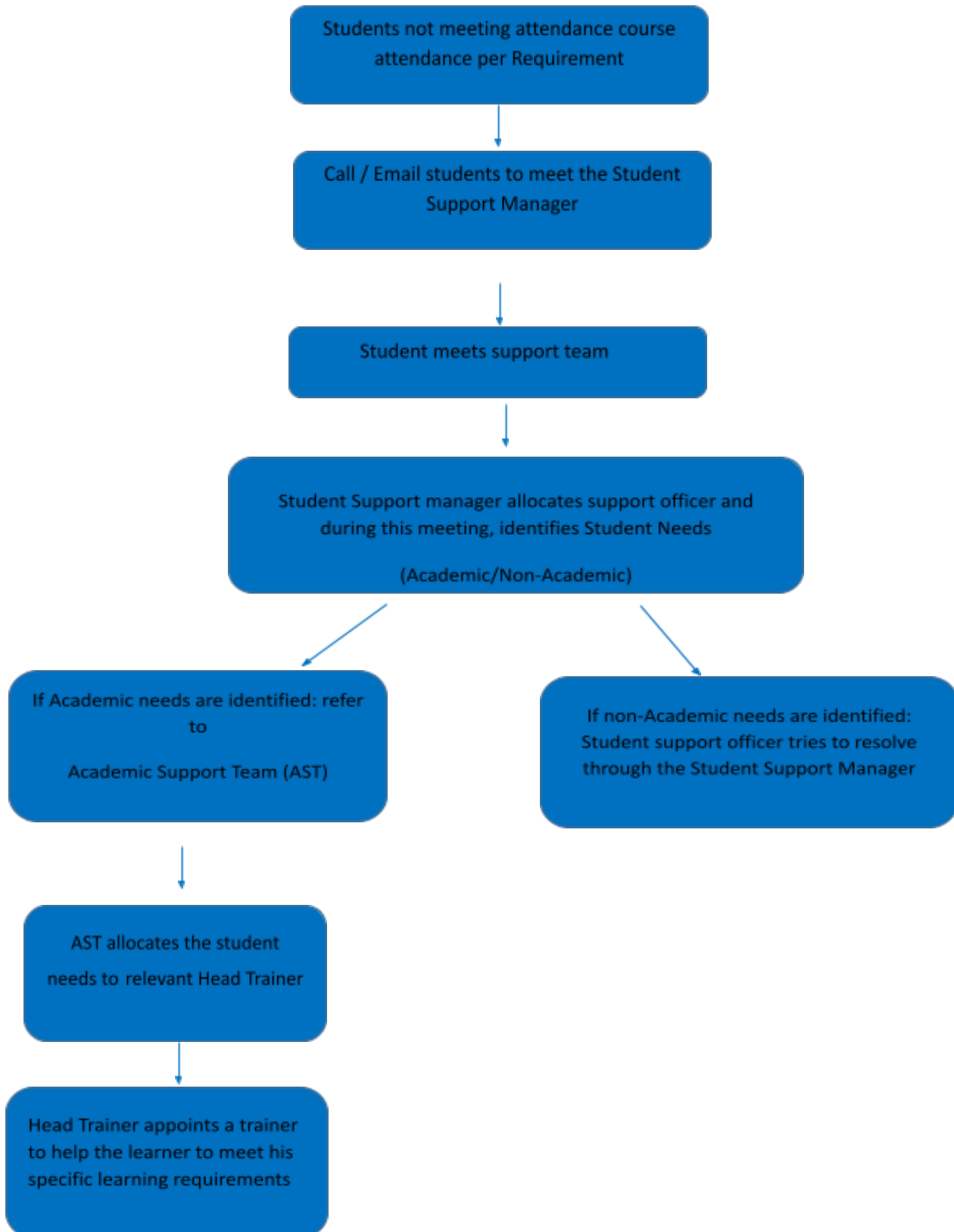
Student Services and Welfare Coordinator: –
studentsupport@australisinstitute.nsw.edu.au

Counselling Hotlines:

Lifeline 131 114
Suicide Helpline 131 114

Flowchart procedure for Learner's Support

Students not meeting attendance course attendance per Requirement

↓

Call / Email students to meet the Student Support Manager

↓

Student meets support team

↓

Student Support manager allocates support officer and during this meeting, identifies Student Needs

(Academic/Non-Academic)

If Academic needs are identified: refer to

Academic Support Team (AST)

If non-Academic needs are identified: Student support officer tries to resolve through the Student Support Manager

↓

AST allocates the student needs to relevant Head Trainer

↓

Head Trainer appoints a trainer to help the learner to meet his specific learning requirements

Child Minding

There are no child minding facilities at the college. Please make arrangements with your local child care centre for the care of preschool aged children. School aged children are required to be enrolled at a local primary or high school.

Pregnancy & Child Birth

If you are pregnant or planning on getting pregnant while you are an employee of the college please make an appointment with the Academic Coordinator about your training options after the birth of your child. Please note the college does not have child-minding facilities so you will need to make arrangements with a child care provider.

Assessment Policy
Assessment Description

All subjects will be assessed using a wide variety of methods including assignments, course work, participation, the creation of documents, practical demonstrations, problem solving tasks, presentations, projects, case studies, group discussions and exams depending on the subject.

In general there should be a midterm and final exam. Students who are not doing well in midterm exams would be counselled and warned about their result. Workbook activities are for students to complete in supervised study time.

It is important that the standard of work and presentations be maintained at Australis Institute of Technology & Education.

To this end, all assessment tasks must be submitted on time.

Standard Policy For assessment

- All assessment tasks must include a standard Australis Institute of Technology & Education cover page.
- All assessment tasks must be submitted on A4 paper.
- All assessment tasks submitted should be in hard copy format.

Trainers have the prerogative to refuse acceptance of any assessment task that does not conform to standard Australis Institute of Technology & Education policy.

Students will have the opportunity to resubmit an assessment task if:

- they meet the attendance criteria as specified in Level 1 Academic Intervention Policy and

⬜ trainers have not finalised and submitted the unit results to the Academic Intervention Officer.

Technical principles for assessment

Competency based assessment is the process of collecting evidence and making judgments on whether or not competency has been achieved.

Assessment systems and registered training organisations are required to demonstrate compliance with the four technical principles of assessment.

- Validity
- Reliability
- Fairness

These technical principles of assessment must be addressed in the conduct of an assessment, in the development of assessment tools, and in the design, establishment and management of the assessment system.

Assessment Requirements

All assessments must be mapped according to the competency requirements, all resource books used by Australis Institute of Technology & Education and have been checked for its value added to the quality of the training and assessment provided.

- Trainers announce an assessment schedule in the first week of the delivery of each unit of competency.
- All assessments contain different methods of assessments, it includes the following; demonstration, knowledge test, presentation, case studies, project/activities, business simulations/scenarios, report, interview, work documents and work observation.
- The approved training packages are the only basis and point of reference used by Trainers in creating their assessment materials.
- Trainers can create new assessments as long as they are mapped out properly with unit of competency requirements.
- Trainers/ Assessors are responsible to mark each individual student assessment by using their fair judgement of the information that has been submitted by the student.
- The Trainer is required to implement these marks (C or NYC) of each individual student within the Australis Institute of Technology & Education Student Information System (RTO Manager Software) and on the provided Assessment Result Sheet.
- Trainer/Assessor will give feedback to the student at the end of each assessment. Trainer/Assessor and student will sign the front cover sheet that is attached on the student assessment.
- The Trainer is to submit the relative Assessment Result Sheet together with the student's individual assessments (hard copies) to the Academic Intervention Officer.

- The trainer is also to submit a soft copy of the Assessment result sheet by email to the session coordinator to maintain a record keeping system of student result and unit completion.
- Trainers are the first point of intervention to implement action in regards to a student not achieving competency,
- Trainer is responsible to communicate to the Academic Intervention Officer in regards to any assessment concerns and of any student assessment concerns.
- The Academic Intervention Officer verifies that the correct procedures have been fulfilled in regards to submission of assessment results.

Assessment Strategies

Students are assessed using a varying number of assessment methods per unit of competency. These tasks should be flexible incorporating a number of strategies that assess learning outcomes or competencies in an integrative manner.

Learning outcomes/competency units may be assessed separately or in an integrative manner. Assessment may include any of the following strategies as per Australis Institute of Technology & Education Training and Assessment Strategy:

- Demonstration
- Knowledge Test
- Presentation
- Case Studies
- Project/Activities
- Business Simulations/Scenarios
- Report
- Interview
- Work documents
- Work observation

Code of practice for assessors
- The differing needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity.
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary.
- All forms of harassment are avoided throughout the planning, conduct, reviewing and reporting of the assessment outcomes.
- The rights of the candidate are protected during and after the assessment.
- Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes.
- The candidate is made aware of rights and processes of appeal.
- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency.
- Assessment decisions are based on available evidence that can be produced and verified by another assessor.
- Assessments are conducted within the boundaries of the assessment system policies and procedures.
- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures.
- Assessment tools, systems, and procedures are consistent with equal opportunity legislation.

- The candidate is informed of all assessment reporting processes prior to the assessment.
- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment.
- Confidentiality is maintained regarding assessment results.
- Results are only released with the written permission of the candidate/s.
- The assessment results are used consistently with the purposes explained to the candidate.
- Self-assessments are periodically conducted to ensure current competencies against the Assessment and Workplace Training Competency Standards.
- Professional development opportunities are identified and sought.
- Opportunities for networking amongst assessors are created and maintained.
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

Continuous Assessment

Within a competency based training environment the focus is on continuous assessment as opposed to concentrating the assessment to a minimum number of major assessment tasks (unless the subject specifically requires this form of concentrated assessment). Assessment tasks may be selected from a wide range of techniques and applied at regular intervals throughout the training period.

Results

Students in general are assessed in Vocational Education training sector for each element of competency as

S = Satisfactory, NS = Not Satisfactory

- All assessment tasks must be attempted for Students to be deemed competent
- Student assignments, projects, exams, and other assessable materials will be kept until the appeals (if any) and reassessment process is completed i.e. 2 weeks after the completion of a term. After this time they may be collected from the trainer.
- Results will be expressed as **C - Competent, NYC – Not Yet Competent. Australis Institute of Technology & Education does not have a grading system.**
- To apply to be reassessed for a subject, for which a student has received "NYC", a relevant form should be filled available from the reception and handed to the Academic Coordinator. Fees may apply for re-assessment.

Validation Meeting

The purpose of the Validation Meeting is to review the assessment evidence provided by the Trainer/s in collaboration with the Trainer/s.

The Meeting will:

- Look at the assessment evidence.

- Consider, with the Trainer, whether the assessment criteria have been met.
- Consider whether those criteria are appropriate
- Establish standards at each level.
- Resolve borderline cases with reference to those standards.
- Agree or revise the recommendations for the award of credits
- Invite discussion on any further topics the Trainer might wish to raise
- Consider any future changes to the program which are to be suggested in the Moderator's Report.

Academic Appeals

Academic appeals relating to decisions made on assessments, reassessments and repeating of subjects must be lodged using the Internal Appeal Form within 20 working days of the decision being communicated to the student. Students are encouraged to check the Student Access Website regularly to check their results and also feedback provided by their Trainer/Assessor.

Academic Support

Australis Institute of Technology & Education Course Progress Policy and Procedures comply with Standard 10 of The National Code, Monitoring Course Progress Policy and apply to all of its Certificate, Diploma and Advanced Diploma courses. Trainers/Assessors need to be familiar with the course progress requirements. Australis Institute of Technology & Education has defined unsatisfactory academic progress as a student:

- Failing to achieve Competent assessments in at least 50% of their Units in any given term; or
- Failing to attain a Competent assessment in any particular Unit when that Unit has been repeated; and
- Failing to meet the requirements of their intervention Study Plan.

A copy of the Australis Institute of Technology & Education Monitoring Course Progress Policy and Procedures can be found at on the Australis Institute of Technology & Education website on the following link:
http://www.australisinstitute.nsw.edu.au/index.php/student-support and all trainers are responsible for accessing, reading and understanding the policy and procedures and their specific responsibilities. Hard copies of the statement are also kept with the Academic Coordinator and with the Compliance Manager.

Australis Institute of Technology & Education understands that sometimes students may face difficulty with particular units throughout   their study and this may result in difficulty to maintain satisfactory results. In these circumstances, Australis Institute of Technology & Education offers the following academic support to its students:

- **Post Assessment Academic Intervention sessions:** Trainers are responsible for the first level 'Post Assessment Academic Intervention', which entails discussing the failure with the student(s) to identifying the probable reason(s) for their failure to

attain the required Competency. Trainers will encourage students to either submit or resubmit for assessment (depending on the reason for the initial failure).

- **On-on-one coaching (tutorial support) sessions:** Sometimes students may struggle to understand or complete an assessment of a particular unit. Under these circumstances, students can make an appointment with an Academic Coordinator to have the opportunity to express the difficulties they are facing with a particular unit/assessment. Academic Coordinator may then arrange a tutorial support session at the time convenient for both the Student and the Trainer outside of the scheduled class hours. These sessions will be free of charge to Australis Institute of Technology & Education students.

- **Re-assessment workshops:** There will be re-assessment workshops conducted at the end of each Term to maximise the opportunities for the students who have received unsatisfactory results in their units. 'Academic Intervention Officer' will identify these students and register them into these re-assessment workshops as long as they are eligible to be registered as per 'Level 2 Academic Intervention' Policy. The successfully registered students will be contacted and invited for 'Re-assessment workshops' during the study period break which will be supervised by Australis Institute of Technology & Education Trainers. Trainers will be ready to assist the students with the areas where they were performing poorly.

- **Study Plans:** Study plan is the final option for the students who are identified in the 'at risk' and 'unsatisfactory course progress' categories by the Academic Intervention Strategy. Study plans are negotiated by the Academic Coordinator where all the underlying factors of poor academic performance of the student are carefully analysed. Depending on the circumstances, a study plan may result in students doing re-assessments and/or re-study of certain units and/or in some cases re-enrolment for the entire course. Students should be aware that re-study or re-enrolments may lead to CoE extensions which may impact on student visas. Students who wish to apply for 'Leave of Absence' will also be subject to 'Study Plans'.

Missed Assessment Tasks

If a student misses an assessment task for any reason they must provide the college with an explanation. If the reason is 'sick' a medical certificate must be provided. For any other circumstances it remains the responsibility of the student to provide an explanation that the college finds acceptable.

If the student provides a sick certificate or an acceptable explanation alternative assessment arrangements will be made at the time the explanation is provided.

If the student does not provide an acceptable explanation an 'NYC' will be recorded. The student does however maintain the right to appeal the 'NYC' at the conclusion of the subject.

Plagiarism/ Cheating

Assignment work must be substantially student own work and it is unacceptable to collaborate with fellow students to the extent that the work of the assignment is partitioned amongst a group of students, assembled and presented by each participating student, effectively claiming it to be all his or her own work. This does not prohibit students from discussing the nature and underlying theory of the assignment with other students or academic staff. However, ultimately the work Student submits must be substantially his/her own.

Plagiarism is someone else's solution to the assignment, either wholly or partially. Attempts to disguise such plagiarism by cosmetic changes will be detected and considered as plagiarism. In particular it is an offence to be in possession of someone else's file or print out, with or without the permission of the owner of that file or print out. Student who permits others to have access to their assignment material is equally guilty of plagiarism.

Where it is suspected that a student is cheating, the supervising Trainer will take note of the form the misconduct takes. If the cheating is by way of notes, the notes will be confiscated and the student will be asked to leave the exam room. The student will be advised that they have failed to be competent in that component of the assessment.

A letter will be sent to the student at their notified address for formally notify them of the failure and that any further breaches will result in the student being expelled

If the student attempts to use programmable organisers, etc. they will also be confiscated and the same procedure followed. The Academic Coordinator will be informed, if not already aware, and the zero result will be made on the result sheet for that module for that student.

Evidence confiscated or notes taken by the supervisor will be kept on the student file. This is so that if any further instances occur, appropriate action can be taken. Where more than one instance of cheating is noted, the College reserves the right to expel the student.

Critical Incident Policy

A critical incident is defined by The National Code 2007 as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.*

Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Australis Institute of Technology & Education and its provider partners recognise that in most cases international students do not have close family available to care and provide support to them in Australia in the event of crisis and/or critical incident. It is important that Australis Institute of Technology & Education does everything in its capacity to:

- respond in a practised and timely manner with any critical incident involving an international student;
- ensure that timely and regular information is relayed to families abroad;
- ensure that ongoing support is provided to a student in need; and
- ensure that comprehensive records are maintained.

All international students will be advised during orientation on how they can access Australis Institute of Technology & Education Critical Incident policies and procedures, and all students will be provided information on relevant emergency services contact persons and telephone numbers.

All members of staff are made aware of the Australis Institute of Technology & Education Critical Incident policies and procedures upon initial induction and at Trainer Induction sessions for all trainers at the beginning of each semester. All staff will be provided information on relevant emergency services contact persons and telephone numbers.

When any student becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that student is encouraged to inform a trainer or Student Services staff member of the situation.

Should any student or staff member become aware of any critical incident affecting one or more of Australis Institute of Technology & Education international students (either during or out of normal Australis Institute of Technology & Education operating hours) that student or staff member will be responsible for informing the Student Services Officer or the Principal after study hours.

The Student Services Officer will:

- Record details of the reported concern/incident;
- Report the concern/incident to the Principal;
- Investigate the concern/incident to identify and evaluate the details and severity of the incident; and
- Determine, in consultation with the Principal, what action needs to be taken.

If the incident is not severe and can be resolved with resources available to Australis Institute of Technology & Education the Student Services Officer together with the Principal will ensure that the appropriate level of action is taken and support is provided.

If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the Student Services Officer and/or the Principal will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.

If the Student Services Officer has not been immediately available and involved, the incident and the consequent action must be reported to the **Principal** as soon as possible after the initial support has been provided.

The Principal and/or Student Services Officer will:

- monitor developments and the condition of, and provide appropriate support to, the international student/s through any period of treatment/convalescence;
- ensure, where appropriate, that family members and other relevant people are kept informed of the condition of the international student;
- coordinate the provision of any Australis Institute of Technology & Education resources required during any period of treatment/convalescence/support;
- liaise with the police and other emergency services personnel as required;
- advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements;
- ensure that detailed records are maintained of the incident.

The Student Services Officer will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File.

Even if investigation of a suspected critical incident reveals that no critical incident occurred, the Student Services Officer will prepare a report on that report and investigation, and that report will be maintained in the Critical Incident File.

In the event of the death of an International Student, the Principal Executive Officer will ensure the following actions are undertaken:

- contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
- coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
- organise the sending of a letter of condolence to the family;
- ensure all administrative actions are taken e.g. adjust the student records database, process any tuition refunds, notify PRISMS etc.

In implementing these procedures in response to any suspected or real Critical Incidents the responsible officers will remain mindful of information privacy principles, laws and regulations. http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles

Emergency Information

POLICE - 000

AMBULANCE - 000

FIRE - 000

Australis Institute of Technology & Education is committed to providing a safe working and studying environment establishing and maintaining, so far as practicable, the highest standards of occupational health, safety and welfare for the employees, students, contractors and any other members of the community who may be affected by the college's operations.

Accident/Injury

Accidents can result in the loss of life, injury, and property or equipment damage. All injuries or incidents that occur on Australis Institute of Technology & Education's premises including excursions must be reported. Students injured or involved in an incident must advise their Trainer and will be asked to complete an 'Incident and Accident Report' Form. Your report will assist us in determining what happened, how it happened and most important how we can prevent it from happening again

Emergency Management

In the event of an emergency, all students are required to act as directed by the Emergency Warden. If asked to evacuate they should proceed to the Emergency Assembly Area. Please check the 'Emergency Evacuation Map' (located next to the toilets) for this location. An emergency evacuation is not a formal break.

Evacuation Procedures

Don't run, Don't panic.
- Pick up your personal belongings.
- Assist your students to the nearest exit
- Exit the building by the fire stairwells. Do not use the lifts.
- Follow orders of 'Emergency Warden' and move to the assembly point.

Automatic Fire Alarm

✔ DO NOT PANIC and IN AN EMERGENCY DO NOT USE THE LIFTS.
  ✔ At the sound of the ALERT Tone – (Beep, Beep, Beep) – Move immediately to the nearest assembly area.
  ✔ At the sound of the EVACUATION tone – (Whoop, Whoop, Whoop) or When requested to do so by your Emergency Warden MOVE INTO THE FIRE STAIRS IN ORDERLY MANNER to ANOTHER LEVEL OR STREET LEVEL.
  ✔ On reaching the street move clear and out of sight of your building and down to George Street then assemble at Parramatta Local court ground.

Important Contact Details

Head Office Contact Details

Level-2, 25 George Street,
Parramatta, NSW 2150. Australia.
P: +61 2 9633 1222
F: + 61 2 9633 1888
E.: info@australisinstitute.nsw.edu.au
Web: www.aite.edu.au

Student Services Officer

Email: assistance@australisinstitute.nsw.edu.au

Phone: (02) 9633 1222

Appendices

Government/Commonwealth/State/Territory legislation and regulatory links:

- **Australian Skills Quality Authority**

- **Department of Education and Training**

- **Commonwealth Register of Institutions and Courses for Overseas Students**

- **National Training Information Service**

- **Department of Immigration and Citizenship**

- **Foods Act-2003**

- **Australian Accounting Standards Board**

- **Australian Auditing and Assurance Standards Board**

- **Corporation Act - 2001**

- **ASIC Rules**

- **The Australian Qualification Framework**

- **Innovation & Business Skills Australia(IBSA)**

- **VET Quality Framework**

- **ESOS Legislation**

- **Education services for overseas students legislation Amendment**

- **NSW Department of Education and communities**

- **Australian Council for Educational Research(ACER)**

- **National Centre for Vocational Education Research(NCVER)**

- **National Skills Standards Council**

- **Work Cover Authority of NSW**

- **Age Discrimination Act**

- **Copy Right Act 1968**

- **Copy Right Amendment Act 2006**

- **Disability Discrimination Act 1992**

- **Disability Discrimination Amendment (Education Standard) Act 2005**

- **Disability Discrimination and Other Human Rights Legislation Amendment Act 2009**

- **Disability Discrimination Regulations 1996**

- **Equal Employment Opportunity(Commonwealth Authorities)**

- **Fair Work (Registered Organisation) Act 2009**

- **Fair Work Act 2009**

- **Fair Work Amendment(staff referral and other measures) Act 2009**

- **Privacy Act 1988**

- **Privacy Amendment Act 2004**

- **Racial Discrimination Act 1975**

- **Sex Discrimination Act 1984**

- **Work Health and Safety(Transitional and Consequential Provisions) Act 2011**

- **Work Health and Safety Act 2011**

- **Vocational education and training**

- **Commonwealth legislation**

- **Legal issues**

Transport

- **City Rail**

- **Sydney Buses**

- **Sydney Ferries**

Queensland Transportation https://translink.com.au/

- **Taxi**

Post Office

- **Australia Post**

Banks

- **Commonwealth Bank**

- **Westpac Bank**

- **ANZ Bank**

- **St. George Bank**

- **National Australia Bank**

- **Health Cover**

- **Medibank Private**

- **AHM**