



AUSTRALIAN INSTITUTE OF
COMMERCE + TECHNOLOGY

INTERNATIONAL STUDENT HANDBOOK 2018

Student Handbook

Welcome to The Australian Institute of Commerce and Technology

Thank you for choosing The Australian Institute of Commerce and Technology as your training provider, and allowing us to play a role in your learning journey.

On behalf of our team, I am very excited to welcome you to the AICT family. Our staff and trainers are here to assist you on your path to a new career in either Information Technology, Business or English.

Your choice of study at AICT has been carefully designed to provide consistent, high-quality and industry related vocational training to ensure your academic and personal success. I believe that with all of the support services available, you will find great opportunities for personal development and achievement during your time here at AICT.

All the forms you need to complete as an incoming student are located on our website.

If you have any questions, please do not hesitate to call Student Services at 9382 9000 during weekdays from 0830 to 1830. We want you to enjoy the campus and our prime location at AICT, taking full advantage of our facilities and Perth CBD district.

It is our philosophy of our institute to emphasise the important of “experiential learning” through simulation and hands on training. The resulting benefit is that graduating AICT students are able to carry out work related tasks from day one upon completion of the course. As a director of AICT, it is my commitment to you to provide the best facilities, the very best learning experience, and the very best supportive learning environment for our students. I look forward to personally welcoming you to AICT and wish you all the best in your training that will last a life time.



DIRECTOR
The Australian Institute of Commerce and Technology

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PREFACE

The following information has been prepared to provide overseas students at AICT with advice that relates to the conditions of their enrolment and their course of study.

Should you have any questions concerning the information provided in this handbook please make contact with the Student Services.

Don't be afraid to ask - be an informed student.



SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with The Australian Institute of Commerce and Technology.

The Australian Institute of Commerce and Technology

Thank you for considering training with The Australian Institute of Commerce and Technology.

The Australian Institute of Commerce and Technology is registered training organisation (RTO) registered with the Vet Regulator. The Australian Institute of Commerce and Technology aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

About your Student Handbook

Australian Institute of Commerce and Technology has three (3) versions of the Student Handbook:



(1) International Student Handbook (CURRENT VERSION)

You are an international student if you are:

- a temporary resident (visa status) of Australia,
- a permanent resident (visa status) of New Zealand, or
- a resident or citizen of any other country.



(2) Domestic Student Handbook

You are an Australian domestic student if you are:

- an Australian citizen;
- an Australian permanent resident (holders of all categories of permanent residency visas, including humanitarian visas), or
- a New Zealand citizen.



(3) High School Student Handbook

You are a Australian high school student if you are:

- currently studying in a government recognised school in Australia.

This copy of the Student Handbook is provided as part of our orientation program. It is important that you read and understand the contents of the Handbook before course commencement. You can access the latest Australian Institute of Commerce and Technology Student Handbook anytime by visiting our website www.aict.wa.edu.au.

If you are having difficulties understanding the contents of this Handbook, feel free to contact our Student Services Officers via studentservices@aict.wa.edu.au or in person at our campus.

AICT Publication

AICT has a range of Policies, Procedures, Forms and Handbooks that are put in place to assist the students during their studies at AICT. To access forms, policies, procedures, news and a copy of this student handbook, please go to <http://www.aict.wa.edu.au/Publications> or request them at reception. You are encouraged to read these thoroughly and print the forms where applicable.

Orientation

A compulsory orientation session is organised for you by the Student Services Department for your first day at AICT. This session is designed to familiarise yourself with AICT, making you feel at home and help you to start adjusting to the Australian way of life. It is essential that students attend the orientation session as you will finalise your enrolment, student photo for students cards and receive course program timetable.

The orientation session will include:



PowerPoint presentation delivered by an AICT staff member



Tote bags as a gift – containing your International Student Handbook, International Student Orientation Checklist, Emergency business card, AICT pen and USB etc.



Campus tour – classroom, facilities, library, noticeboard, toilets, kitchen etc.

After the orientation session, you will be required to fill out the International Student Orientation Checklist and return this to the Student Services Department for processing.

Australian Government Legislation for Education

This current version of the student handbook is for International Students. As a Registered Training Organisation and a CRICOS Registered Provider registered with Australian Skills Quality Authority, The Australian Institute of Commerce and Technology is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Education Services for Overseas Students (ESOS) compliance is AICT's wide effort, commitment and responsibility. The Commonwealth legislative regulatory framework which establishes the minimum requirements for education programs delivered to onshore international students consists of ESOS Act 2000, the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018) and the ESOS Regulations 2001 and the ESOS (Registration Charges) Act 1997.

To ensure Australian Institute of Commerce and Technology compliance with the VET Quality Framework, the ESOS Legislative Framework and SRTOs 2015, this Student Handbook contains information in regards to your obligations under the National Vocational Education and Training Regulator Act 2011 and the Education Services for Overseas Students Act 2000 (ESOS Act).

For further information about the relevant frameworks, please visit the links below:

Education Services for Overseas Students Act 2000 (ESOS Act)

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

National Vocational Education and Training Regulator Act 2011

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

Australian Skills Quality Authority (ASQA)

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











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

<http://cricos.education.gov.au/>

Service Commitment

The Australian Institute of Commerce and Technology is committed to providing quality training and assessment services to its learners.

We aim to:

-  Provide training and assessment services that meet industry needs and trends;
-  Deliver high quality, innovative and engaging training;
-  Maintain a person-centred approach;
-  Foster relationships with our students, supporting them through their career;
-  Provide flexible learning opportunities;
-  Provide a supportive, facilitative and open learning environment;
-  Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
-  Ensure all training is continually monitored and improved;
-  Maintain a healthy and effective learning environment for students;
-  Produce competent and confident workers that benefit the community and industry.

The Australian Institute of Commerce and Technology delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for students and industry. Accredited programs have also been approved by State and /or Commonwealth Government.

Definitions

AICT	Australian Institute of Commerce and Technology
AQF	Australian Qualifications Framework
ASQA	Australian Skills Authority
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DHA	Department of Home Affairs
OSHC	Overseas Student Health Cover
RTO	Registered Training Organisation



SECTION 2 AICT TEAM














First we would like to introduce you to our team, the AICT team. The team has been carefully selected to provide you the best possible study experience as student while at our campus. The team is made up of multi-cultural, multi-national, young and experienced, fun-loving, compassionate and enthusiastic, innovative and energetic student focused persona.

AICT Decision Makers – The People You Will Meet

Roles	Name	Contact Details
Chief Executive Officer/ Principal	Hong FU	Hong.Fu@aict.wa.edu.au
International Sales & Marketing		
International Sales & Marketing Manager	Vanessa JEONG	Vanessa.Jeong@aict.wa.edu.au or Internationalsales@aict.wa.edu.au
Domestic, Corporate and High School		
Domestic, Corporate and High School Sales Manager	Hong FU	Hong.Fu@aict.wa.edu.au
Placement Officer, Domestic Sales	Rachel FU	Domestic@aict.wa.edu.au
High School Program Coordinator	Tiana ANDREELLO	Highschool@aict.wa.edu.au
Student Support		
Student Support Officer (SSO)	Alyson LIEW	Studentservices@aict.wa.edu.au
Junior Student Support Officer/ Receptionist	Jing Ling TAY	
Finance		
Accounts Receivable	Claudia WANG	Finance@aict.wa.edu.au
Accounts Payable	Yuting LIU	
Training & Assessment		
Business (BSB)	David Bunney	David.Bunney@aict.wa.edu.au
English (ELICOS)	Basma Farag	Basma.Farag@aict.wa.edu.au
Information Communication Technology (ICT)	Pricillah Santosh	Pricillah.Santosh@aict.wa.edu.au
Compliance		
Compliance Manager	Carey Wright	Carey.Wright@aict.wa.edu.au
AICT Contact		
Office Phone Number	(08) 9382 9000	
24 Hours Emergency Contact	0413 188 887 (Available on WhatsApp)	
Email	Enquiries@aict.wa.edu.au	
Address	Level 2 Office 205 City Central, 166 Murray Street, Perth 6000	




AICT Student Support Team (SSO) – Your Most Important Point Of Contact And All SSO Services Are FREE

The Student Support Team is probably your first point of contact when you commence your study. Throughout the life cycle of your study at AICT, the Student Support Team also known as SSO will be your everyday support and information provider. SSO are available at our campus and can assist with all matters relating to all academic and non-academic student welfare issues. You may also request additional support from your trainer throughout your studies. The SSO can advise you in all aspects of student life. The SSO are available to discuss and support you with issues including, but not limited to:

-  Support services available to assist you to adjust to study and life in Australia; (std 6.1 cls 6.1.1)
-  English language and study assistance programs; (std 6.1 cls 6.1.2)
-  Emergency and health services; (std 6.1 cls 6.1.4)
-  Any relevant legal services; (std 6.1 cls 6.1.3)
-  AICT's facilities and resources; (std 6.1 cls 6.1.5)
-  Requirements for satisfactory course progress; (std 6.1 cls 6.1.7)
-  Support in finding accommodation;
-  AICT's complaints and appeals process; (std 6.1 cls 6.1.6)
-  Support services available for you concerning general or personal circumstances that may adversely affect your education in Australia; (std 6.1 cls 6.1.8)
-  Information on employment rights and conditions, and how to resolve workplace issues through the use of Fair Work Ombudsman; (std 6.1 cls 6.1.9)
-  Learning pathways and possible RPL opportunities;
-  Provisions for special learning needs, special cultural/religious needs or special dietary needs.
-  Support with creating a resume, interview skills and finding work.

Please note that AICT may refer you to a third party (i.e. medical practitioners, doctors, counsellors) as appropriate.

SSO duties include support for student study program so students could complete and achieve the expected outcome. This can include but not limited to organising meetings on behalf of the student to discuss their progress and study plan with a designated trainer, so the student can be provided with advice and an updated study plan and strategy. The SSO also provide support services for student who due to certain circumstances is affecting their study at AICT. Such circumstances include but not limited to:

-  "I did not receive my money from my parents and I could not pay my school fees and I am worried that my enrolment will be cancelled"
-  "I find it difficult to study because I am studying part time"
-  "I am unable to continue study because I am pregnant"



"I find it hard to focus and study because I am depressed"



"I am finding it difficult to come to class because my trainer is discriminating me"



"I have been evicted from my apartment and I could not find another accommodation and I am worried and I could not come to school"

How do you contact them?

To best assist you with both Academic and Non-Academic matters, you can contact our Student Support Team by email or phone who are here to help you at any time during office hours. Please contact the Student Support Team, or any Staff Member, who can best assist you or refer you to the right person.

Who and when to contact in different situations:



If you are in a life threatening situation, you must call 000



For any urgent or after office hour queries, you can contact Mr Hong FU on 0413 188 887



Any other matters (not life threatening or urgent, you can call the SSO team as mentioned above



If you are feeling very sick and it is after office hours (urgent) (call nearest Hospital or SCO)



If you are struggling with living in Australia (contact SSO either by phone or make appointment to see SSO during office hour)



If you have issues with school fees (contact SSO either by phone or email or make an appointment to see SSO during office hour to resolve)



If you are unable to attend class (contact SSO either by phone or email)



If you need assistance to find an accommodation because you got evicted (contact SSO either by phone or email or make appointment to see SSO during office hour to seek help and guidance)

All support services, information and referrals provided to students are free.

What Is The Best Way To Contact Us?

As you can probably imagine, AICT SSO can be very busy at times especially during the orientation day which is usually on Monday or Wednesday morning. The best way and more efficient way to contact us is to send an email to studentservices@aict.wa.edu.au and the SSO will respond as soon as we are available and normally within the working hours.

However, during office hours call us directly on 08 9382 9000. For outside office hours please call 0413 188 887.

If it is life threatening or emergency, then you MUST call Hong Fu on mobile 0413 188 887.

For other matters please call 08 9382 9000 during office hours.



SECTION 3 AICT CAMPUS

Where Is AICT?

We are located right in the heart of city central, just above Woolworths. You can find easy access to great restaurants and shopping before and after training hours!

Level 2 Office 205 City Central, 166 Murray Street
Perth Western Australia 6000



What Time Are We Open? Our Office Hours

Monday	8:30 am – 6:30 pm
Tuesday	8:30 am – 6:30 pm
Wednesday	8:30 am – 6:30 pm
Thursday	8:30 am – 6:30 pm
Friday	8:30 am – 5:00 pm

WA Public Holidays

AICT campus is closed on all public holidays.

Public Holiday	2018	2019
New Year's Day	Monday, 1 January	Tuesday, 1 January
Australia Day	Friday, 26 January	Monday, 28 January
Labour Day	Monday, 5 March	Monday, 4 March
Good Friday	Friday, 30 March	Friday, 19 April
Easter Monday	Monday, 2 April	Monday, 22 April
ANZAC Day	Wednesday, 25 April	Thursday, 25 April
Western Australia Day	Monday, 4 June	Monday, 3 June
Queen's Birthday	Monday, 24 September	Monday, 30 September
Christmas Day	Tuesday, 25 December	Wednesday, 25 September
Boxing Day	Wednesday, 26 December	Thursday, 26 December

Source: <https://www.commerce.wa.gov.au/labour-relations/public-holidays-western-australia>

Introducing AICT Campus And Facilities

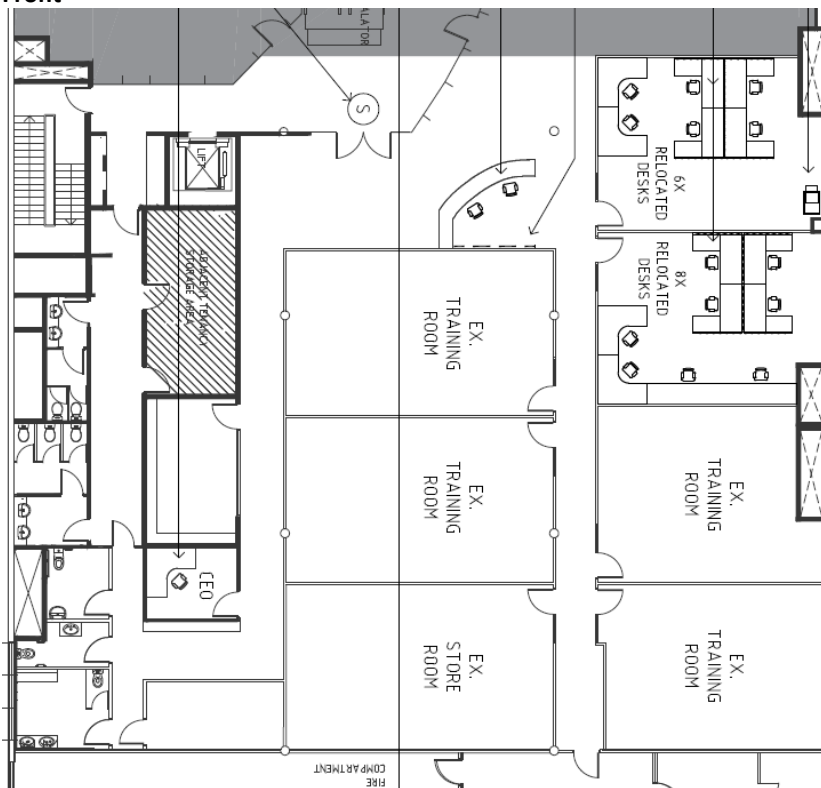
The AICT campus dwells in the urban heart of Perth city, surrounded by a vibrant and rich culture – from restaurants and cafes to the Swan River, Elizabeth Quay and The State Library of Western Australia. Unlike traditional university campuses, AICT campus life is Perth city life. The campus is near major public transport hubs including Perth Train Station and Perth Bus port. Free CAT (Central Area Transit) buses also connect you to major city destinations. Our campus is close to key features including The State Library, study spaces, free city Wi-Fi and a bustling fitness centre.

There are plenty of cheap and healthy food and drink outlets offering breakfast, lunch, coffee and snacks surrounding the campus. You'll also be in walking distance to hundreds of local restaurants and cafes, food courts, the famous Friday night hawkers market and major shopping outlets including Myer and David Jones.

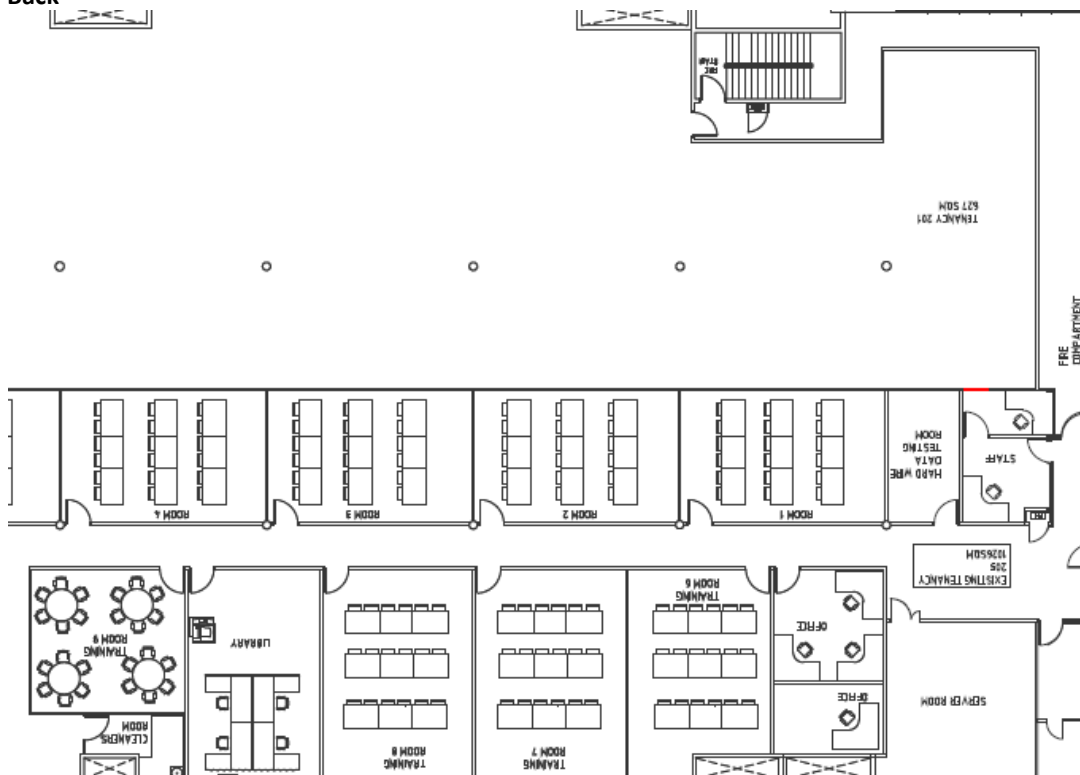
Training Rooms	14 (fourteen)	Breakout areas	2 (two)
Floor space SQM	1562	Fire Exits	2 (two)
Entrance	1 (one)	Toilets	2 sets of male and female
WIFI	Free	LAN	For trainers only
Air conditioning	According to building code	9B Approval	Yes

AICT Floor Plan

Front



Back



AICT Campus Photos

1. Entrance



2. Break out area



3. Reception



4. Noticeboard



5. Library



6. Training room 1



7. Training room 2



8. Water dispenser



9. Kitchen



AICT Library

The library (picture 5) is an essential hub of information and a great place for student to access extra assistance in their study program. The library features:

- Shelves of English grammar and punctuation books
- Desktop computers for online searches
- Comfortable student tables and chairs
- Access to staff on supervision roster and who can provide or source assistance for students where required
- Schedule of guided study

Library Opening Hours and Roster

Day	Time	Trainer
Monday	9am – 5pm	Aaron
	5pm – 8pm	Soo
Tuesday	9am – 5pm	David
	5pm – 8pm	David
Wednesday	9am – 5pm	Aaron
	5pm – 8pm	Allan
Thursday	9am – 5pm	David/Aaron
	5pm – 8pm	Allan

Local free libraries

State Library of WA (only 10 minute walk from AICT)
25, Francis Street, Perth WA

Open weekdays: 9am-8am
Open weekends: 10am- 5.30pm

City of Perth Library (Only a 5 minute walk from AICT)

573 Hay Street, Perth WA

Open weekdays: 8am-6pm

Saturday: 10am-4pm

Sunday: 12pm-4pm











Other surrounding libraries include:

-  South Perth Library (South Perth)
-  Victoria Park Library (East Victoria Park)
-  Evelyn H Parker Library (Subiaco)
-  Maylands Public Library (Maylands)
-  City of Vincent Library (Leederville)
-  Manning Library (Manning)
-  Osborne Library (Stirling, Perth)

Campus Noticeboard

The AICT Student Noticeboard is updated on a regular basis to ensure that there is appropriate information displayed at all times to assist students during their study at AICT. The AICT Student Noticeboard is located to the right of reception, on your way to the toilets near the meeting rooms, please refer to picture above. If you are struggling to find the noticeboard, please ask the student services team located at reception for assistance.

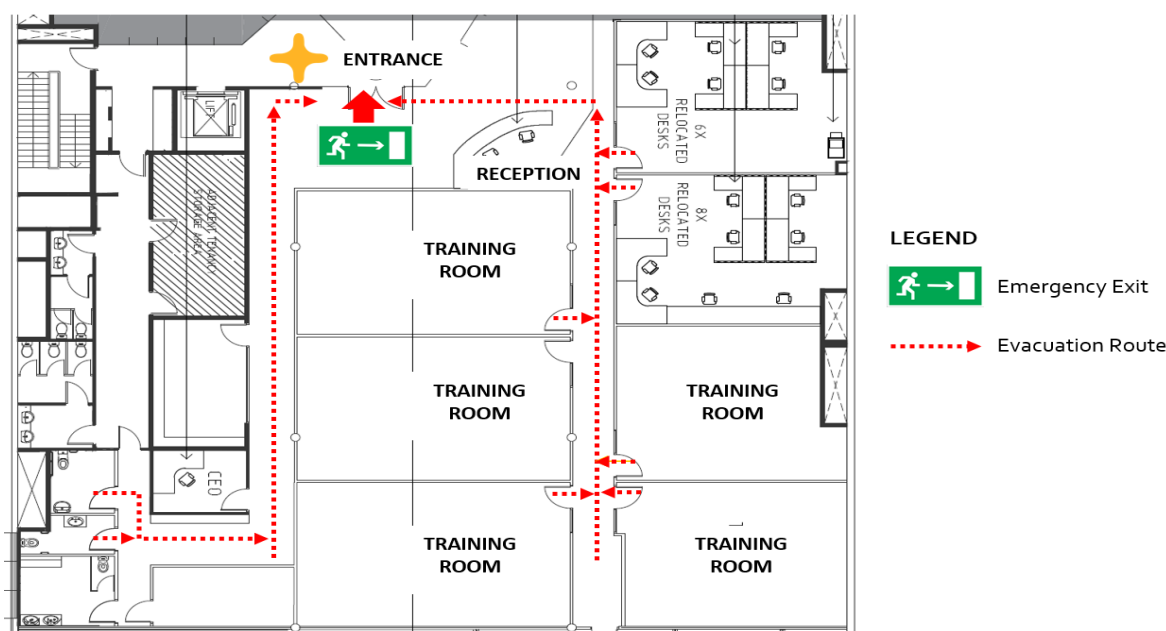
The noticeboard includes the following but not limited to:

-  Accommodation options – Campus Perth
-  Regular news updates – eg. Forrest Chase Construction
-  Important AICT contacts
-  AICT Library information – opening hours, staff present
-  External Library information – all libraries in the Perth CBD area
-  Various posters with study tips for students
-  Emergency poster on what to do if there is an emergency
-  Language, Literacy and numeracy assistance poster
-  Life in Australia information – eg. How to avoid a rip current, Transperth safe travel tips
-  Student timetable information

What Happens If There Is A Fire/Emergency At AICT? Emergency Evacuation Plan

Emergency Evacuation plans (maps) are located in every classroom and throughout the campus. Please ensure you are familiar with emergency evacuation procedures and location of exits, fire extinguishers, fire alarm sounds and emergency assembly points in case an emergency happens while you on campus. The evacuation plans will be reviewed with you at Orientation, and again at commencement of each new course.

In the case of an emergency or a practice evacuation, please pay attention to AICT staff, who will lead you from the building to the emergency evacuation assembly area. Fire Wardens are assigned and are responsible for coordinating emergency evacuation procedures. Fire Wardens will be wearing yellow, red, or white hats during an evacuation. See the below evacuation plan:



Emergency Evacuation Procedure:

1. DO NOT PANIC – try to remain calm
2. Once you hear the evacuation alarm or a warning signal, immediately prepare to leave the building.
3. Follow the instructions of the AICT staff member who you are in closest proximity to.
4. In a timely manner, secure your valuables only and be prepared to leave the building. Only take your handheld size important personal belongings with you (eg. Phone, laptop, handbag).
5. Head to the nearest AICT evacuation point which is the entrance/exit located closest to reception (refer to diagram above).
6. DO NOT USE THE LIFTS/ELEVATOR – make sure you take the stairs down two levels to the ground floor to Woolworths. Do not hurry, make sure you go down the stairs safely. Do not attempt to carry people down the stairs.
7. Walk quickly and calmly to outside the building onto Murray Street where you are able to wait for a designated AICT member of staff to provide further instructions and to account for your attendance.
8. Do not enter back into the building and do not return to collect your other belongings until it is deemed safe to do so.

How Do I Pay My School Fees?

Payment Methods

Tuition fees must be paid in advance.

By Bank Cheque or Bank Draft:

Make cheque payable to: *AICT*

By Electronic Funds Transfer (EFT) to:

Bank: *National Australia Bank*

Address: *Perth Branch, Perth CBD, Western Australia, Australia*

Account Name: *Hands On Computer Training International PTY LTD t/a Australian Institute of Commerce and Technology*

BSB: 086066

Account Number: 12486 3844

SWIFT Code: NAT AAU 330 3M

*(You must quote your **student full name** when transferring funds by EFT)*

By Credit Card

Only payable at AICT in person.

A credit card surcharge will be applied to the total amount payable.

By EFTPOS and Debit Card

Only payable at AICT in person.



SECTION 4 STUDYING AT AICT

Student ID

As part of our induction program, your photograph will be taken on your first day for your student identification card (ID). This card will be available for collection from the student services team and an email will be sent once the ID card is ready for collection.

The student ID card includes your photograph, name, student number and an expiry date.



You are required to have your student ID card with you at all times whilst on campus. You may be asked to produce your student ID at any time and may be asked to vacate the premises if you are unable to provide it.

A card replacement fee of \$25 is applicable if your card is damaged, lost or stolen.

Student Portal JobReady

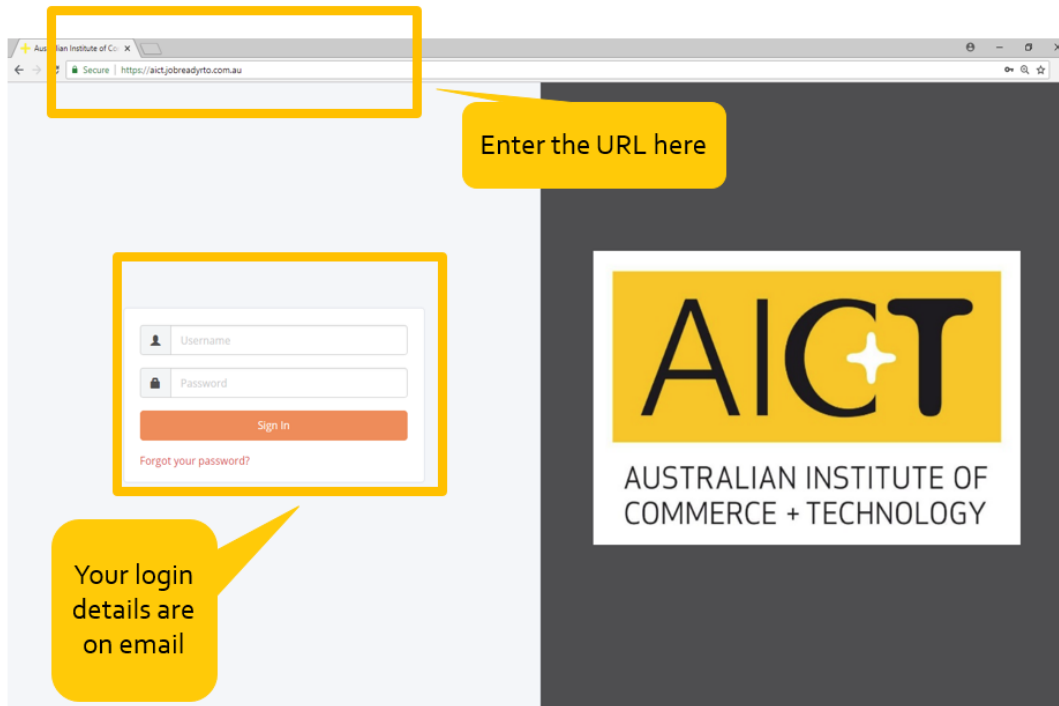
AICT provides our student with easy access to information regarding your course, assessment results, fees and more through our student portal Jobready (JR).

You can also check and update your contact details online via <https://aict.jobreadyrto.com.au/>

Please be reminded that as an International Student visa holder, it is a condition of your visa to update AICT of your change in contact details within seven (7) days. Students can update their details in person at AICT, provide a written email or access the online Student Portal to edit.

Student portal login details will be provided upon your enrolment confirmation, prior to your course commencement.

Picture 1: Login page



Picture 2: Home page

AICT
AUSTRALIAN INSTITUTE OF
COMMERCE + TECHNOLOGY

Welcome Chun Yee! You have 2 unread documents, and 0 unread messages.

You have new documents to view.

USI

It is mandatory for all students undertaking a VET course to have a Unique Student Identifier (USI). Without this, we cannot issue your accreditation (specific exemptions may apply).

[I do not have a USI and want to create one now](#) [I already have a USI and want to enter it now](#)

[Click here to view the Privacy Notice.](#) By creating or verifying a USI, you acknowledge that you have read and understood the Privacy Notice.

Services

You have no services

Courses

Certificate III in Spoken and Written English (C00041)	25/6/2018 – 31/12/2018
Status: 2 - Studying	
Enrol onto another unit	Discontinue from a unit
Certificate IV in Business Administration (C00043)	7/7/2014 – 16/1/2015
Status: 1 - Ready to start	
Enrol onto another unit	Discontinue from a unit

Messages

Test	14/6
From: Chun Yee Choo — General	
test	14/8
From: Chun Yee Choo — General	
Show all messages (2)	

Documents 2 new

2019 AICT VETIS IDMT Scholarships [Applications NO Other / Student communication]	31/7
2019 AICT VETIS IDMT Scholarships [Applications NO Other / Student communication]	31/7

Dashboard

- General
- Messages
- Timetable
- Documents
- Assignments
- Finance
- Balance: \$0.00

Unique Student Identifier (USI)

It is compulsory for all learners enrolled in a VET course offered by any RTO to have, or obtain a USI and provide the RTO with such details.

A USI account will contain all your nationally recognized training records. By having a USI you will be able to access your training records and results (transcript) whenever you need them. If you do not have a USI number or need to obtain your USI number, please head to www.usi.gov.au for assistance. The USI will be held by the student for all future VET training that they undertake. If a learner does not have a USI, they cannot be issued with their Certificate or Statement of Attainment for any of their studies.

A USI number consists of 10 digits containing capital alphabets and numbers. It would look something like this: **ZA2BMEBKRN**.

If you are having issue obtain your USI please make an appointment to speak to one of the SSO team.

Student Parking

Parking of a motor vehicle whilst attending courses at AICT is the responsibility of the student. AICT is not responsible for any fines, clamping or tow away for any unauthorised parking.

Public Transport

AICT encourage students to use public transport (train or bus) as there is no designated parking within the immediate area of the campus. Concessional Smartriders (public transport pass) are available to students who study a minimum of 20 hours per week. Forms can be requested at reception.

Other transport information:

<https://www.studyinaustralia.gov.au/english/live-in-australia/transport>

Student Resources and Tools

Student resources will be delivered in the first 2 weeks of each course or each module within your course of study. Computer facilities are provided each day. Please ask at reception and you will be guided to the appropriate study room relating to your course.

Please note: All students are encouraged to bring their own devices such as laptops, tablets, etc. to access the free wifi on campus.

Internet information:

<https://www.studyinaustralia.gov.au/english/live-in-australia/phone-and-internet>

Student Learning Assistance











Our aim is to motivate, encourage, refine or develop academic skills, and promote independent learning. AICT welcomes all students, from those who are new to Vocational education study to those who are undertaking further qualifications.

AICT can work directly with students through workshops or individual appointments with academic staff.

Assignment writing




Make assignment writing less stressful by understanding the different types of assignment you might face.

The steps for successful assignments include:

-  Topic analysis
-  Brainstorming
-  Developing questions
-  Researching
-  Reading critically
-  Taking notes
-  Planning your writing
-  Structuring your assignment
-  Editing and proof reading
-  How to manage your time effectively

Assessment preparation

While all Assessments test knowledge, most Assessments test other things as well, such as your ability to:

-  Apply your knowledge
-  Explain ideas and arguments in written form
-  Solve problems

Assessments also test your proficiency – can you do what is required quickly? – and your time management abilities.

What if my circumstances affect my studies? What help is available?

At AICT we understand that our students sometimes require additional support to help them cope with their studies throughout their course. On occasion, there are personal issues that arise which can impact the successful completion of their course. AICT assists students in accessing professional welfare services if required.

If you require access to these services, please contact the Student Support Officers at reception on studentservices@aict.wa.edu.au or at (08) 9382 9000 for a confidential discussion.

FREE English Language And Study Assistance Program

Students who have missed classes, require extra help from trainers or have difficulties understanding course materials can request for assistance from AICT to provide additional support for students to complete their assessments.

English and Study Assistance program are available at AICT and they are free. AICT works directly with students through workshops or individual appointments with academic staff. These workshops are tailored to each individual student to ensure students get the most out of the program.

Student Support Officers (SSOs) will respond and schedule a meeting to provide the necessary or relevant assistance. However if it is a matter of communication difficulty outside of campus, the student can call SSO team member and the SSO team member can provide translation or speak on behalf of the student in regards to Australian general rules and regulations or any other matters; If the request is beyond the scope of the SSO, a referral will be made at no cost for the student to contact the relevant authority or persons.

To request for this service, you can simply fill in a Student Assistance Request Form. You can find this form on our website <http://www.aict.wa.edu.au/Publications> or request one from the SSO team.

Time and study management

Time management is at the core of success in education. It might be helpful to consider three areas when managing time:



Self management

Self management is making sure that you bring balance to your life. As well as studying, make time for exercise, part time or volunteer work and time to socialise.



Task management

Plan small parts of tasks to be completed each week, instead of completing a big job all at once. For example: create a timeline for parts of your assessment that you can complete in stages.



Budgeting your time

Budgeting time effectively should reflect your priorities, so that the areas that are the most value and importance should be most important.

Study Tips

Having problems understanding the coursework?

Avoid problems before they start by following these simple rules.



Have a Study Room

Always study in the room you have prepared yourself for study purposes. Do not do anything else there but study. Take away all distractions such as music and TV, or design a study music playlist that helps you study. Do not allow anyone else to use that room or area.



Develop a Routine

Always study at set times... no matter what. When you undertake anything worthwhile - YOU WILL ALWAYS SACRIFICE something. At this point in your life it will be frittering away your time with your friends. If you decide that is asking too much then the only course of action open to you is to rise earlier in the morning and do the hard yards of study then, so you have more recreational time in the evening. Whatever you decide to do remember your decisions now will affect your professional career.

SELF DISCIPLINE is the key to success.

That is the single most important attribute of a successful professional. 90% work and 10% inspiration is a good yardstick to use when considering your routine of study.

Remember some people prefer to study at night when the house is quiet and others in the early hours of the morning when their brain is fresh. Experiment and find your study style.

Use a Wall Calendar and a Daily Diary

A wall calendar is where you will place all major events, such as when exams occur. Also record on the wall calendar where you should be in your reading. Your daily diary is a small diary you should bring with you to the course on a daily basis. Record such things in the daily diary as:



Things you do not understand



Advice given to you by the trainer



Any ongoing concerns and what you did to resolve them i.e. spoke to trainer about a problem and he suggested these exercises.



Work to do that night at home



If you lose your manuals, you can purchase another one from AICT



If you accidentally take home any items, such as tools, CDs, books etc you must return them to reception.

Ask If You Can Stay On the Premises to Catch Up

Remember this option is at the discretion of AICT and students using the Internet for their own purposes during this time will not be tolerated. We encourage and welcome students to come to campus outside the allocated schedule times. Please ensure that you ask Student Services for permission and note that the college is closed at 5pm on Fridays and weekends.

Use Simpler Books

If you feel that you are so far behind in understanding concepts then browse through the library or bookstores that publish books for raw beginners to the IT industry. This will give you some background concepts to tie your thoughts on when you study.

When All Advice Fails

When all advice fails then it is not professional, nor acceptable to lose your temper in class. AICT does not tolerate any unacceptable behaviour in a professional setting. If you feel that you cannot control your frustration with any part of the course, then it is acceptable to walk outside, take a deep breath, and then return to the class. After class, tell your lecturer how you felt and ask for his academic study advice. If this is not satisfactory, tell the trainer that, your concerns may involve a personal plan for you and that you need to see a staff member from administration. Remember, almost always, these blockages can be overcome with corrections in SELF DISCIPLINE in study habits and in personal attitude.

What Is Your Rights As A Student - Privacy

The Australian Institute of Commerce and Technology abides by the Privacy Act and respects students' right to privacy.

As a RTO, AICT is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

The Australian Institute of Commerce and Technology collects information from students upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. Our organisation may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

The Australian Institute of Commerce and Technology will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see The Australian Institute of Commerce and Technology Privacy Policy.

How To Report A Critical Incident

Step 1: Ask for help (Student Support Officer or any staff)

Step 2: Give them your details (name, agent, emergency contact details...etc)

Step 3: Explain what happened (give as many details as you can)

The Student Support Officer will contact emergency services (if appropriate) immediately. Contact would be made with family of the student involved in the situation requiring emergency services.

What to say:

1. Your name
2. Your agent's name
3. Explain what happened
4. What help is required
5. Family's contact details if you are involved in a situation that requires emergency service.

Tips:

1. Use short sentences and simple English
2. Stay calm

Example:

"Hello, my name is Warren. My agent is XXX. I slipped in the toilet just now and fell on my head. I am currently experiencing dizziness and cannot walk properly. Can you please contact the hospital for me? Please contact my mother, her number is XXX."

For more information please refer to the critical incident policy, it is available in the student handbook and website.

Further information:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies>

How do I get Academic and Career Advice

AICT provides a full range of academic advice and counselling services to students. Every effort is made to ensure that each student receives personal attention and assistance with his/her problems and concerns. However, we need students firstly to take the initiative to seek any needed assistance from the lecturers and tutors.

The Course Co-ordinator provides academic and career advice to help students plan and monitor an educational program consistent with the individual's interests, abilities and future aspirations. The Course Co-ordinator also assists students in selecting a major area of study in preparation for a career of the student's choice.

The Course Co-ordinator serves as a useful source of information regarding such matters as qualification requirements, voluntary work opportunities within the field, further study, and other career opportunities. From your first day at AICT, you are encouraged to take an active part in their learning.

The Course Co-ordinator monitors the students' progress and guides them with further academic and career advice as they progress through the program. Additional tutoring and study groups allow students to strengthen their academic skills and enhance their understanding of the material.

To obtain the advice, please organise a meeting with SSO team either by email (studentservices@aict.wa.edu.au) or phone (089382000). If it is by email please state the Subject clearly eg., "How do I get academic / Career Advice"

You Need Some Personal Help? We Call It “Counselling”

Australian education life can offer many new experiences and sometimes also may unexpected and stressful situations. At such times students can benefit from the support counsellors offer, especially if family and friends are at a distance. Counselling is a positive experience that can help with stress and anxiety caused by study, personal or family pressure and financial worries.

Counselling aims to encourage academic success and to assist students to increase their enjoyment of study and education life.

Students can make an appointment to see the Student Counsellor for personal and academic issues. You can do that by either call us on 0893829000 or email studentservices@aict.wa.edu.au and put heading as your email Subject eg., “You need some personal help”. AICT also recommends the below mentioned organisations:



Life line 13 11 14



Crisis Care 1800 199 008

Multicultural Services Centre of Western Australia Inc

20 View Street, North Perth 6006
(08) 9328 2699 or (08) 9227 7638
Email: mscwa@bigpond.net.au

MSCWA provides services for migrants from all cultures. Services include legal advice, multicultural aged care program, accommodation program, employment program, Community Settlement Service Program and English classes.

How Do I Make A Complaint Or Appeal?

The Australian Institute of Commerce and Technology has a fair and equitable process for dealing with student complaints. All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

a) What is a Complaint and Appeal?

A Complaint is a formal student feedback that takes place if a grievance cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing. An Appeal is when a student is dissatisfied with a decision made by an RTO, that student has the right to contest it by means of an appeal.

b) Why you would lodge a complaint?









AICT seeks to prevent complaints by ensuring that international students are satisfied with their training and its outcome. All AICT Staff are expected to be fair, courteous and helpful in dealings with international students. However should you have a complaint, it should be raised with the relevant parties involved in the first instance. If the issue cannot be resolved, a formal complaint (in writing) should be put to the Student Support Team

c) Why you would lodge an appeal?

An appeal is used when you disagree with the outcome of a decision. The decision may be about an assessment outcome, a complaint outcome, a decision not to defer your course or any other decision made by AICT.

For example, if your trainer has said that your work is 'Not Yet Satisfactory' but you believe that you have completed the tasks correctly. By asking for an appeal, you are asking to have the work re-marked by a different trainer/assessor.

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:





-  The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
-  The judgement was not made in accordance with the Assessment Plan.
-  Alleged bias of the assessor;
-  Alleged lack of competence of the assessor;
-  Alleged wrong information from the assessor regarding the assessment process;
-  Alleged inappropriate assessment process for the particular competency;
-  Faulty or inappropriate equipment; and/or
-  Inappropriate conditions.

d) Complaint and Appeals Process

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach can be made.

Examples of when to lodge a complain:

-  "I am not happy with the assessment outcomes. I believe I should deserve a satisfactory result for the assessment"
-  "I was accused of cheating and I don't believe it is true. I would like to have the decision changed"
-  "I was refused to withdraw my course. I would like to appeal the decision made"
-  "My study progress report is not accurate. I would like to make a complaint to have it updated correctly."

To commence the process, student must fill in a Complaint and Appeals Form, this form can be obtained either from reception or AICT's website.

To commence the formal process, the complainant must complete a Complaint Form (available from Student Services or on our website). The following information needs to be provided in writing:













- a) outline the details of the complaint;
- b) supporting information that the complainant wishes to have considered;
- c) an explanation of the steps already taken to try to resolve the complaint informally;
- d) why the responses received are not considered satisfactory if applicable and
- e) what the complainant thinks needs to be done to address his/her concerns

Process once the form is lodged:

The Director will commence the process of considering the complaint, and will acknowledge receipt of the complaint in writing to the complainant.









The Director will ensure all steps are taken to resolve the complaint as soon as is practical, with the assessment of all complaints and appeals commencing within 10 working days of lodgement.

Complaints or appeals wherever possible are to be resolved within 15 working days of the initial application. The Australian Institute of Commerce and Technology ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

-  Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
-  The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
-  The appeals policy is publicly available, via The Australian Institute of Commerce and Technology website.
-  The appellant can provide detail of their appeal either verbally and/or in writing.
-  All appeals must be lodged within seven (7) calendar days of the date of the assessment result notification to the student.
-  If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
-  Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
-  All appeals are acknowledged in writing and finalised as soon as practicable.
-  The Australian Institute of Commerce and Technology may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
-  If the appeal will take in excess of 60 calendar days to finalise The Australian Institute of Commerce and Technology will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
-  The Australian Institute of Commerce and Technology strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
-  All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.







Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

-  The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
-  The judgement was not made in accordance with the Assessment Plan.
-  Alleged bias of the assessor;
-  Alleged lack of competence of the assessor;
-  Alleged wrong information from the assessor regarding the assessment process;
-  Alleged inappropriate assessment process for the particular competency;
-  Faulty or inappropriate equipment; and/or
-  Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a. Appeal is upheld; in this event the following options will be available:
 -  The original assessment will be re-assessed, potentially by another assessor.
 -  Appropriate recognition will be granted.
 -  A new assessment shall be conducted/arranged.
- b. Appeal is rejected/ not upheld; in accordance with The Australian Institute of Commerce and Technology assessment policy the student will be required to:
 -  undertake further training or experience prior to further assessment; or
 -  re-submit further evidence; or
 -  submit/undertake a new assessment

For further information, see The Australian Institute of Commerce and Technology Complaint and Appeals Policy.

Other documents such as Complaint Policy, Appeal Policy, Complaint Lodgement Procedure, Assessment Appeal Procedures and relevant forms are available on our website.

If you are unhappy with the decision you can contact the **Overseas Students Ombudsman** who investigate complaints about problems that international students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial.

Asking For A Third Party Opinion On The Decision Made - Overseas Students Ombudsman







The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website.

<http://www.ombudsman.gov.au>





Telephone: 1300 362 072

Enquiries 9.00am - 5.00pm Monday to Friday, Australian Eastern Standard time

Things you should know about external review process with the Overseas Students Ombudsman.

-  In Australia, you have the right to complain and appeal.
-  The Overseas Students Ombudsman's services are FREE.
-  They can investigate complaints about problems that intending, current or former overseas students have with education providers in Australia
-  In some cases, the Ombudsman may decide not to investigate your complaint and appeal. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.
-  The Ombudsman is independent and impartial. If they do decide to investigate your complaint and appeal, they will contact AICT to understand the entire situation.
-  They will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

If they find that your education provider has made a mistake or acted unfairly, they may ask AICT to:

-  apologise to you
-  change or reconsider a decision
-  change our policies or procedures
-  take some other action

If the internal or any external complaint handling or appeal process results in a decision that supports the student, AICT must immediately implement any decision and/or corrective and preventative action required and advise the students of the outcome. The final outcome of the external appeals process must be abided by both parties.

Why Maintaining Satisfactory Course Progress And Attendance Is Important As An Overseas Student

All primary student visa holders have a mandatory visa condition (8202) imposed on their student visa which states:

“... You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider”

What happens if I fail or do not attend enough classes?

AICT is required to report overseas students who fail to achieve satisfactory course progress and/or attendance to the Department of Education and Training (DET) and DHA under section 19 of the Education Services for Overseas Students Act 2000 (ESOS Act) and Standards 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training for Overseas Students 2018 (National Code).

See the website below:

<https://www.studyinaustralia.gov.au/english/live-in-australia/visa-compliance>

Will I receive a warning first?

Standards 8 of the National Code require education providers to be proactive in warning and assisting students who are at risk of failing to meet course progress, and to contact and counsel students who are at risk of failing to meet attendance requirements.

Warning letters sent to students

A student is said to be on ‘warning’ when a student failed to achieve competence for more than 50% of the units attained during a study period.

A “Warning” letter will be sent to student to request for a face to face meeting to discuss about a revised study plan and strategy to improve the course progress. Counselling and assistance will be provided and documented.

No reporting to DHA as “non-progress” is required.

Please see below for an example of a warning letter:

Academic Standing Notification: Warning

Dear [REDACTED]

You have received this letter to discuss your academic grades. As a student, your progress is continuously assessed, recorded and checked to make sure that you are learning the most that you can.

Your assessment records are showing that you have more than 50% of your assessments that are not yet competent (NYC). This means that you are on the verge of being 'at risk'. With the support of AICT, you must work to correct this, to be competent in all assessments so you are able to move on to the next term.

It is your responsibility to contact Student Services to organise for an intervention meeting within 4 weeks of receiving this email. Please contact us at studentservices@aict.wa.edu.au or call us at 08 9382 9000 to book in for an intervention meeting with our Student Services Officer.

You will then be required to complete and pass any assessments that you are not yet competent in. If you have not made satisfactory academic improvement your status will be changed to 'at risk'.

If you believe our records are incorrect or do not agree with the decision made, you can submit a complaints & appeals form for us to further investigate your case.

AICT strongly believes that all students can achieve and be successful and is here to support you in this goal. If you have any further questions, please refer to our Complaints & Appeals, and Student Course Progress Monitoring policy and procedures on our website (<http://www.aict.wa.edu.au/Publications>) or contact Student Services Department on 9382 9000 or studentservices@aict.wa.edu.au.

Best regards,

Student Services



So don't panic!

The SSO team will assist you by working with you to come up with a new training plan and strategy. This might involve moving the units around or organising meeting with your designate trainer or other trainer to help you pass the unit.

Additional training materials may be recommended for you to assist you to improve your competence percentage. Different learning techniques might also be recommended to assist your learning capacity. Or recommendation might be made to extend or repeat the terms or units.

Therefore attending the meeting request for "warning" is important because it shows that you are serious and keen to have your progress issues rectified. If you have a 'warning' and you did not make an effort to meet us (SSO) to try to rectify, it will become a serious issues when 'at risk' letter is issued later.

At risk student

A student is said to be "At Risk" when a student failed to achieve competence for more than 50% of the units attained at the end of two terms consecutively after a 'warning' has been issued in the first term. An "At Risk" letter will be sent to student of the intention to report to Department of Home Affairs (DHA) as "non-progress".

Students will have 20 working days to either rectify the issue or appeal to the decision made. To appeal the student will be required to refer to AICT Complaint and Appeal Policy and Procedures. The policy, procedure and form can be obtained from AICT reception or download from our website.

At the expiry of the 20 working days after the letter issuance (will take into consideration of delivery time taken) AICT will report the student to DHA as "non-progress" within 5 working days of finalising the decision, if the situation has not been rectified or no official appeal has been lodged.

How to check your progress

AICT provides our student with easy access to information regarding your course, assessment results, fees and more through our student portal Jobready (JR).

Student portal login details will be provided upon your enrolment confirmation, prior to your course commencement. If you have any problems logging in to your account, please notify the SSO. Please refer Section 3 for more information on JR













SECTION 5 ADJUSTING TO YOUR LIFE IN AUSTRALIA




Adjusting To Life In Australia – Information Will Be Provided At The Orientation So It Is Important That You Attend.

AICT understands that adjusting to new studies and life in a different country can be confronting and even scary. This is why AICT focuses on ensuring that its international students are well looked after and informed at the beginning, during and end of their course.

AICT provides a range of information and services regarding adjusting to life in Australia to assist international students. This includes but is not limited to:

-  Study tips including time management and organisation
-  Accommodation options
-  Working in Australia
-  Tax File Number and tax returns
-  Superannuation
-  Fair Work Ombudsman
-  Setting up a bank account
-  About ATM's and paying bills
-  Beach safety including rip currents
-  Transperth travel safety tips

This information can be found but not limited to in:

-  International Student Orientation Session (PowerPoint presentation)
-  International Student Handbook
-  AICT Student Noticeboard

If you require more information or assistance, please do not hesitate to contact the Student Support Team at studentservices@aict.wa.edu.au or by phone at (08) 9382 9000.

Arrival

Useful information regarding your arrival in Australia:

<https://www.studyinaustralia.gov.au/english/live-in-australia/arrival>

Accommodation

Short Term Solutions - Backpacker Hostels:

The below sites will guide you to hostels within your desired location.



www.hostelworld.com



<http://ymcawa.org.au>

Longer Term Solutions - Rentals & House Shares:

If you require accommodation on a long term basis you can rent a house or move into house shared accommodation. It is dependent on what you are looking for. The following websites can assist you with finding both house shared accommodation or houses for rent.



www.perthhousemates.com.au



www.perthexchange.com.au



www.stayz.com.au



www.reiwa.com.au Other places you may find notices of places to rent or house shares are:



Local papers or the west classifieds (for example the Quokka, The West Australian)



Local supermarkets—Notice / message boards where people advertise places for rent and house shares.



Real Estate agents can also be used and are located all over Perth.

Homestay

Homestay consist of living with a private family or person, more or less as a member of the family, normally with your own bedroom, and sharing other facilities in the house.

Some families will provide Australian style food only, but others will vary the menu. Full Board in private homes (meals included) cost between approximately \$200 and \$300. Please note that special consideration apply for students under 18 years. If your decision is to stay in an Australian home, you need to be prepared for this experience. It is important to your homestay provided that you enjoy your stay, but you will need to adapt to each other's ways of living. Adapting well will help you and your homestay hosts to develop a good and lasting friendship.

Other Useful Accommodation Information

For more useful information relating to your stay in Australia, we recommend you visit the following websites:



www.studyinaustralia.gov.au



www.mscwa.com.au



www.homestay-australia.com



www.studyperth.com.au



<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>



<https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation>

How To Manage Your Money?

Cost of Living Calculator

For further assistance in calculating your estimated cost of living in Australia, please see the below 'Student Cost of Living Calculator' available at the following web address:

<http://insiderguides.com.au/cost-of-living-calculator/>

Setting up a Bank Account

You can choose to open an account at any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal. Further information concerning the four key Australian banks is available as follows:



Commonwealth Bank - www.commbank.com.au



National Australia Bank (NAB) – www.nab.com.au



Westpac – www.westpac.com.au



ANZ – www.anz.com.au

To open a bank account you will need

1. your passport (with arrival date stamped by Australian immigration)
2. student ID card
3. money to deposit into the account (this can be as little as \$10)
4. Tax File Number

As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account.

For a comparison of accounts in banks throughout Australia see:

<http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.






ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

Using an ATM

You will be given a PIN (Personal Identification Number) by your bank. You will need to enter this into the keypad at the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for **ATM safety**, especially at night:

-  Minimise your time at the ATM by having your card ready when you approach the machine;
-  Take a look around as you approach the ATM and if there's anything suspicious, don't use
-  the machine at that time (report any suspicions to the police);
-  If you don't feel comfortable using a particular ATM, consider continuing on to another
-  branch or using off-street ATMs;

Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay every day bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

Further information on banking:

<https://www.studyinaustralia.gov.au/english/live-in-australia/banking>

If I Have An Emergency Who Should I Call? 😞

Phone Number	Contact
000	Police, Fire and Ambulance (EMERGENCY ONLY)
131 444	Police
(08) 9334 1234	Ambulance (non-emergency transport)
1800 199 084	Fire Services of WA (General enquiries)
13 18 81	Department of Immigration and Cultural Affairs
131 126	Poisons Information Centre (24 hours)
132 500	State Emergency Services (SES) Assistance
1800 333 000	Crime Stoppers (Anonymous reporting)
1800 123 400	National Security Hotline
13 3337	DFES Emergency Information (Natural Hazards incl. storms)

AICT Emergency Contact:

Phone Number	Contact	When
000	Police, Fire and Ambulance	Life Threatening - 24 Hours (EMERGENCY)
0413 188 887	Mr. Hong Fu	24 Hour Emergency Contact (Urgent)
(08) 9382 9000	Student Support Team	Office Hours (Non-Urgent)

What To Do In An Emergency

Step 1: Go to a safe place

Step 2: Have all your information ready before you call

Step 3: Call for help (emergency number or Student Contact Officer)

Step 4: Give them your details (name, school, agent...etc.)

Step 5: Explain what happened (give as many details as you can)

Step 6: Follow all of the operator's instructions carefully

Step 7: Stay on the line until the operator says it is OK to hang up

For life threatening situations please call 000. For urgent situations after hours, you can call our Student Contact Officer (24 hour emergency contact), Mr. Hong Fu at 0413 188 887.

What to say:

6. Your name
7. Student of AICT
8. Your agent's name
9. Nature of the call or message (life threatening, urgent or general)
10. Your current location
11. What help is required

Tips:

3. Use short sentences and simple English
4. Write down the message before you call or message

Examples:

"Hello, my name is Alvin, I am an international student at AICT my agent's name is XXX. I am feeling very sick and cannot move or walk. I am currently at home, my address is XXX and I need to get to the hospital ASAP. Can you please help me?"

"Hello, my name is Sarah and I am an international student at AICT my agent's name is XXX. I just got all my belongings stolen and have lost all my IDs. I am currently on Murray St in front of Woolworths. Can you please tell me what I should do?"

For any other matters (not life threatening or urgent), you can call the SSO team on 08 9382 9000 or studentservices@aict.wa.edu.au.

Further information:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies>

You Need A Lawyer Because You Are In Trouble. We Provide Information On Legal Services

As an International Student in a foreign country, you may not be aware of the laws governing Australia. At AICT we aim to provide quality support services to our International students so that you may understand the Laws and receive reasonable help from our Student Support Team. It is also a requirement of AICT to provide any relevant legal services or information to support the international student when adjusting to study and life in Australia.

If circumstances require student to access legal services for advice for example rent disputes, an offence, criminal charges, fine, unfair dismissal, employment exploitation, disputes, AICT has a list of legal agencies that are available to overseas student (please see below). It is highly recommended to make a face to face appointment with AICT SSO first by submitting a meeting request using the SRF form. Please note AICT does not provide legal advices because AICT staff are not lawyers. However, AICT can provide guidance and referrals for student to seek legal advice from government agencies and legal practitioners.

Legal Aid Western Australia

T: 1300 650 579

W: <http://www.legalaid.wa.gov.au/>

Community Legal Centres

T: (08) 9221 9322

W: www.communitylaw.net

E: administrator@communitylaw.net

Law Access

T: (08) 9324 8600

W: lawsocietywa.asn.au/law-access/





E: info@lawsocietywa.asn.au

You Are Unwell And You Need Help With Medical & Health

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. One of the many benefits of your OSHC membership is that you have access to a 24 hour emergency telephone service which provides medical, legal and other assistance over the phone, with the aid of an interpreter where necessary. This emergency advice telephone service is provided by International SOS, the largest 24 hour medical and security assistance company in the world.

Medical Services

Services include:

-  Emergency medical advice and assistance
-  Referrals to doctors or medical centres for medical treatment and assistance with making appointments
-  Access to a solicitor for general legal advice and referrals
-  Interpreters available for Japanese, Mandarin, Indonesian, Malay, Cantonese, Thai, Korean, Portuguese and many more.

Remember to have your OSHC membership number ready when you call.

But – there are other types of insurance which you might consider.

<https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>

Several medical facilities are accessible in the Perth Metro area. Below is a sample of those easily accessible:

Royal Perth Hospital

197 Wellington St
Perth CBD WA 6000

Perth Natural Medical Clinic

361 Lord St Perth WA 6000

Mill Street Medical Practice

5 Mill St Perth WA 6000

Perth Medical Centre

713 Hay St Perth WA 6000

Central City Medical Centre

Shop 14, City Station Concourse,
378 Wellington Street,
Perth WA 6000

Free 24 Hour Emergency Advice and Assistance

Call Toll Free 1800 234 601

Hospitals	Phone
Royal Perth Hospital (Wellington Street)	9224 2244
Royal Perth Hospital (Rehabilitation, Selby Street)	9382 7171
Armadale-Kelmscott Memorial Hospital	9391 2000
Bentley Hospital	9334 3666
Fremantle Hospital	9431 3333
Graylands Hospital	9347 6600
Joondalup Health Campus	9400 9400
Kalamunda District Community Hospital	9257 8100
Kaleeya Hospital	9319 0300
King Edward Memorial Hospital	9340 2222
Osborne Park Hospital	9346 8000
Princess Margaret Hospital	9340 8222
Rockingham-Kwinana District Hospital	9592 0600
Rottnest Island Nursing Post	9292 5030
Sir Charles Gairdner Hospital	9346 3333
Swan District Hospital	9347 5244

Support Services for Students

There are many consumer protection and support services available for international students. This includes services provided directly by institutions as well as those provided by a range of state, territory and federal government departments.

Further information:

<https://www.studyinaustralia.gov.au/english/live-in-australia/support-services>
<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>



SECTION 6 WORKING IN AUSTRALIA

Studying and Working

“Can I study full-time and keep a job at the same time?”

This is usually the first question asked by most full-time students and if it applies to you it is one that you must answer for yourself, mindful that your study at AICT needs to be your first priority. Only you can really know how well you can organise your week to allow for the successful completion of your studies and your job.

While we endeavour to keep to the weekly study schedule once organised, at times changes to a timetable cannot be avoided. You need to be flexible in your week especially if you are going to try to maintain a part-time job.

Working in Australia

Permission to Work

For International students, it is important to understand that you are not allowed to work until you have commenced your course. Your visa is subject to a number of visa conditions that you must comply with. Visa condition number 8105 applies to all students, and states that you can work up to 40 hours per fortnight (any period of 14 days) while your course is in session (excluding any work undertaken as a registered component of your course, such as work based training/internship). You can work unlimited hours during scheduled course breaks.

Note: Please ensure that your roster for work does not affect your studies, including your work based training placement. Your work must not be during scheduled classes and scheduled workbased training. Your work should not prevent you from studying.

Department of Home Affairs

If you're here on a visa as an international student, you may get a part-time or casual job while studying in Australia. The number of hours you can work each week may be limited by your visa conditions. The Department of Home Affairs (<http://www.homeaffairs.gov.au>) can give you more information.

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 are many different ways to find a job in Australia:



Newspapers



Online - try these online companies:

- www.seek.com.au
- www.careerone.com.au

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 <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Tax Returns

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



who has worked during a financial year is required to submit a tax return by the 31st of October.

Superannuation

If your monthly wage is more than AU\$450 (before tax), your employer **must** contribute an additional sum equal to 9.5% of your before tax wage into a nominated superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

You workplace will have a superannuation fund that they can recommend for you, or you can nominate your own fund. Some examples include:



ING Living Super - www.ing.com.au/superannuation.html



Virgin Money Superannuation - www.virginmoney.com.au/products/superannuation/joint/



Hostplus – www.hostplus.com.au

When you leave Australia permanently, and want to check you check your eligibility to claim superannuation and to apply for your payment, visit: <https://www.ato.gov.au/Individuals/Super/Indetail/Withdrawing-and-paying-tax/Super-information-for-temporary-residents-departing-Australia/> You will need to provide the details of your superannuation fund, Source: Australian Taxation Office).

Fair Work Ombudsman

Employee Entitlements

There are rules about what employees get at work, such as what hours they work and how often they have to have a break. These rules can be set out in different places such as an award, registered agreement or an employment contract.

An employee's minimum entitlements are set out in the National Employment Standards (NES) and awards. A registered agreement or employment contract can provide for other entitlements but they can't be less than what's in the NES or the award that applies. Awards can be downloaded on <https://www.fairwork.gov.au>, it contains employment rights and conditions in Australia.

How they can help you

The Fair Work Ombudsman help employers and employees understand and follow Australian workplace laws. They do this by:



Providing information and education



Providing tools, templates and guides



Helping you resolve workplace issues.

All their services are free.

The Fair Work Ombudsman are not affiliated with, and do not endorse, any commercial providers of advisory or workplace relations services. Read the full statement on Private firms and workplace advisory services (<http://www.fairwork.gov.au/about-us/our-role/corporate/privatefirms-and-workplace-advisory-services>) for more information.

What is full time or part time?

Department of Home Affairs If you're here on a visa as an international student, you may get a part-time or casual job while studying in Australia. The number of hours you can work each week may be limited by your visa conditions. The Department of Home Affairs (<http://www.homeaffairs.gov.au>) can give you more information.

A Full-time employee has an ongoing employment and works, on average, 38 hours each week.

A Part-time employee works, on average, less than 38 hours per week but works regular hours each week.

Information about Australian workplace laws

Find information about Australian workplace laws on the website including:



Pay (<http://www.fairwork.gov.au/Pay/default>)



Leave (<http://www.fairwork.gov.au/Leave/default>)



Ending employment (<http://www.fairwork.gov.au/Ending-employment/default>)



Employee entitlements (<http://www.fairwork.gov.au/Employee-entitlements/default>)



Awards and agreements (<http://www.fairwork.gov.au/Awards-and-agreements/default>)

If you can't find what you're looking for, you can Contact Fair Work Ombudsman (<http://www.fairwork.gov.au/Contact-us/default>).

Education about workplace matters

The Fair Work Ombudsman offer free short online courses for employers and employees on a range of topics including:



Having difficult conversations in the workplace



Hiring employees



Managing performance.

Get started at the Fair Work Ombudsman Online learning centre (<http://fairwork.cls.janison.com/Auth/Login?ReturnUrl=/>) .

Tools and calculators

Use the Fair Work Ombudsman:



Pay Calculator (<http://calculate.fairwork.gov.au/FindYourAward>) for employee pay rates



Leave Calculator (<http://calculate.fairwork.gov.au/Leave>) for employee leave balances



Notice and Redundancy Calculator (<http://calculate.fairwork.gov.au/EndingEmployment>) for employee entitlements when ending employment



Find my award (<http://www.fairwork.gov.au/awards-and-agreements/awards/find-my-award>) to find the right award you're covered by



Hairdressing Assist (<http://www.fairwork.gov.au/ending-employment/notice-and-final-pay/hairdressing-assist>) tool if you're ending work in the hairdressing industry.

Use their best practice guides and record-keeping templates to help meet workplace obligations:



Best practice guides (<http://www.fairwork.gov.au/how-we-will-help/templates---guides/best-practice-guides/default>)



Pay slips and record-keeping templates (<http://www.fairwork.gov.au/Pay/pay-slips-and-record-keeping/default>)



Fact sheets (<http://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/default>)

Help resolving workplace issues

The Fair Work Ombudsman gives you the tools to resolve issues in the workplace quickly. Follow the step-by-step guide for Help resolving workplace issues (<http://www.fairwork.gov.au/How-we-will-help/How-we-help-you/Help-resolving-workplace-issues/default>) .

If you're unable to resolve the issue at the workplace, request assistance from the Fair Work Ombudsman. See their Working with you to resolve work-place issues (<http://www.fairwork.gov.au/How-we-will-help/How-we-help-you/Help-resolving-workplace-issues/working-with-you-to-resolve-workplace-issues>) page to find out more.

What do I do if I have a pay or work disputes?

Workplace disputes occur when the employer and employee don't know what the law is or when communications break down. If you are amongst a work dispute, you can contact the Fair Work Ombudsman by heading to their website where you can follow their guide to resolving workplace issues.

A break-down of this guide to resolving workplace issues includes:

Step 1: Find out what we (FWO) can help with

Step 2: Check the law

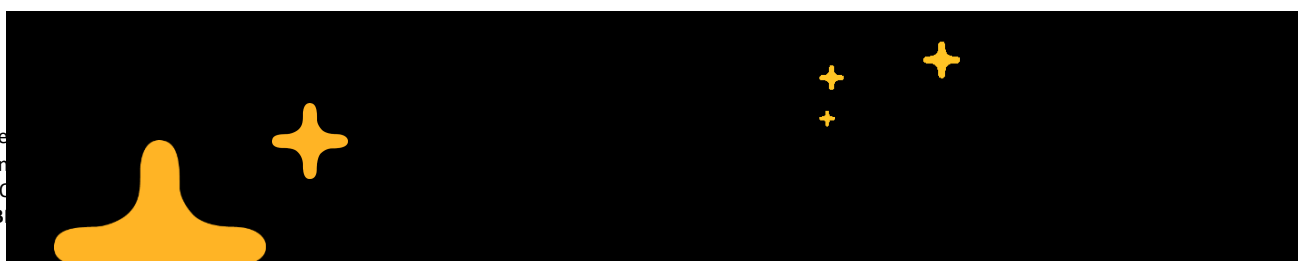
Step 3: sorting out the issue in the workplace

Step 4: Ask for our (FWO) help

For a more detailed and step-by-step guide to resolving workplace issues please visit
www.fairwork.gov.au

Further information:

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>



Student Rights and Responsibilities

SECTION 7 STUDENT RIGHTS AND RESPONSIBILITIES

The Australian Institute of Commerce and Technology conducts training courses at various venues to: suit student needs, course type, and learning styles. The following student etiquette guidelines will help foster a healthy learning environment.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment misconduct

Assessment malpractice includes: cheating, collusion and plagiarism.

The Australian Institute of Commerce and Technology regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. The Australian Institute of Commerce and Technology has policies and procedures in place for dealing with assessment malpractice.



Cheating - All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.



Collusion - Collusion is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.



Plagiarism - Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea, and put it into your own words.

Re-Assessment and Late Submission

Re-assessment and late submission will incur fee of \$50.00 per assessment. All assessments will need to be completed by the last lesson of the term.

Students missing an assessment due to medical reasons must submit the medical certificate as evidence to do the re-assessment without penalty but it must be done **within the term**.

Appeal

Any student who is dissatisfied with their assessment results can make an application to have their assessment reassessed. If you are dissatisfied with the outcome of any assessment, fill out the Student Request Form within (7) days after the assessment result has been communicated to you.

All assessment complaints and appeal applications must be received in writing, addressed to the Student Services Manager. Student Complaints and Appeals Policy and Procedures should be read before submission of your appeal. It is AICT's aim to assist all students to successfully complete their course of

study. If a student encounters difficulties with their studies, it is crucial that they notify teaching staff, the Training Manager or Student Services Manager at the earliest opportunity.

Results

Trainers will provide the feedback on the marked assessments to the students in class within the term. Students will receive their Progress Report the following term.

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons.

Student attendance in class is not compulsory but paramount to successful completion of learning and assessment outcomes. You are expected to be in attendance for all training sessions.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences. **Note that it is a visa condition for you to be in attendance for the first two weeks of your course commencement.**

All classroom sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or AICT Student Services. Other arrangements can be made, including self-paced learning or alternative training dates.

Punctuality

As a courtesy to other learners and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

Student Visa Requirements

Your permission to study in Australia is closely linked to the Australian Government Student Visa Program.

It is essential for you to comply with the regulations of your student visa at all times. Below is an excerpt of DHA regulations relating to your work rights as published at:

<http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

Your study visa conditions	
Working while studying	<p>You cannot work until you have commenced your course in Australia.</p> <p>Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is out of session.</p> <p>*A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday</p>
Students under 18 years of age	<p>If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia.</p> <p>To maintain your welfare, you must stay in Australia with:</p> <ul style="list-style-type: none"> • your parent or legal custodian or • a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or • have accommodation, support and general welfare arrangements in place that have been approved by your education provider. • <p>You must not change your arrangements without the written approval of your education provider.</p> <p>If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements start.</p>
Health insurance	<p>You must have adequate health insurance while in Australia. Students can show this by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.</p>
Change of contact details	<ul style="list-style-type: none"> • You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia. • You must notify your education provider of any change in your residential address within 7 days of the change. • You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.
Financial capacity requirements	<p>You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.</p>
Your enrolment	<p>You must remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).</p>

	<p>Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).</p> <p>You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa.</p> <p>You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.</p>
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Further information:











<https://www.studyinaustralia.gov.au/english/live-in-australia/visa-compliance>

Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct






Misconduct includes:

-  Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
-  Interfering with another person's property;
-  Removing, damaging or mistreating The Australian Institute of Commerce and Technology property or equipment;
-  Cheating/plagiarism;
-  Interfering with another person's ability to learn through disruptions during training;
-  Breach of confidentiality;
-  Inappropriate language;
-  Serious negligence, including WHS non-compliance;
-  Discrimination, harassment, intimidation or victimisation;
-  Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others



It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

The Australian Institute of Commerce and Technology retains the right at all times to remove disruptive students from the training environment.

-  You will be expected to treat staff and fellow peers with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
-  Inappropriate language and actions will not be tolerated.
-  Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
-  Treat facilities and equipment with due care and respect.
-  You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks

Your trainer will advise of timing for all breaks. Typically though the following break times have been allocated, however they may vary:

-  **15 minutes** duration for - Morning and afternoon tea breaks
-  **45 minutes** duration for - Lunch breaks





Change Of Personal Details

Students are required to ensure their personal details recorded with The Australian Institute of Commerce and Technology are up-to-date at all times. Should your circumstances or details change please update your record through the Jobready login account or in person at the reception.

Disciplinary Processes

The Australian Institute of Commerce and Technology may implement student discipline processes should you be found to be acting inappropriately, due to misconduct or assessment malpractice. Any breaches of discipline will result in the person being given a 'verbal warning'.




Further disciplinary processes may include:

-  You being asked to justify why you should continue to participate in the learning group;
-  Suspension from the training room;
-  Expulsion from the training room; or
-  Expulsion from the Training course

Dress & Hygiene Requirements




We understand that while you are students it is practical to dress in a casual way. We do ask for you to be well presented and appropriately dressed during all training. There will be times when we will specify particular days for you to wear business attire. As part of this program we expect that you do as we ask on those days.

Dress requirements include:





-  Neat, comfortable clothing in the classroom environment;
-  Appropriate footwear must be worn at all times;
-  Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow peers.

-  Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
-  If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so The Australian Institute of Commerce and Technology can provide support or treatment should an emergency arise.
-  Emergency procedures and exit plans must be followed.

You have a duty to:

-  Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
-  Not wilfully or recklessly interfere or misuse anything provided by The Australian Institute of Commerce and Technology in the interests of health, safety and welfare;
-  Cooperate with health and safety directives given by staff of The Australian Institute of Commerce and Technology;
-  Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback

The Australian Institute of Commerce and Technology values all feedback from all students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive using the feedback forms provided at the reception.

Thank you in advance for your comments.

Learner Support services










AICT understands that there may be times when personal issues may affect your ability to undertake your training. The Australian Institute of Commerce and Technology has identified a number of support services for students who have special needs, or require additional support and assistance to undertake or complete their learning, please refer to our Student Services staff to access further support.

Mentoring & Guidance

The Australian Institute of Commerce and Technology can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

-  Attend all training sessions and complete all required reading and learning activities;
-  Prepare well in advance of each training session;
-  Be a willing participant;
-  Work with fellow learners;
-  Respect other people's opinions;
-  Ensure you have a clear understanding of the assessment requirements;
-  Take responsibility for the quality of evidence that you submit to the Assessor;
-  Keep track of your progress;
-  Complete and submit all assessment on time, tasks using clear and concise language;



Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Security

Students are advised to only carry small amounts of money in cash and to keep important documents in a secure place at all times. Do not leave handbags or other valuables unattended.

Although the building may be reasonably secure, you are ultimately responsible for your own belongings. The Australian Institute of Commerce and Technology accepts no responsibility for any belongings which may be stolen or go missing.

Students may only enter and leave through the front entrance. Never exit or enter through other entrances.

Should you wish to discuss a security related matter or problem, you should do so with your Trainer or Student Services Officer.























SECTION 8 COURSE INFORMATION

Course Outline Brochures

Upon enrolment of your course, you will receive a Course Outline Brochure which is a small booklet containing all the important information relevant to your particular course of study. It is important that you read this thoroughly and keep it as a point of reference for throughout your studies.

The course outline brochures can also be viewed and downloaded from <http://www.aict.wa.edu.au/Publications> where they are available for students.














The course outline brochures contain the following information but not limited to:

-  RTO Details – legal and trading name, address, contact number and email address
-  Qualification overview – code, title, industry, training package etc.
-  Course duration
-  Entry requirements, academic requirements, qualification pre-requisites and English proficiency requirements
-  Pathways after the course – training pathway and employment pathway
-  RPL / Credit
-  Student needs
-  Qualification packaging rules
-  Qualification on exit
-  Course structure and units of competency
-  Client / Target groups
-  Delivery modes and hours
-  Delivery and assessment schedule – including example timetable
-  Delivery arrangement – face to face and online
-  Assessment arrangement
-  Assessment methods
-  Assessment tasks
-  Assessment plan
-  Assessment processes and policy
-  Student services and personnel

Academic Integrity

The Australian Institute of Commerce and Technology is committed to ensuring that current and prospective clients are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make informed decision about undertaking training and assessment.

The Australian Institute of Commerce and Technology provides clear information regarding:

-  Courses offered; including services, course content and vocational outcomes, as per The Australian Institute of Commerce and Technology scope of registration;
-  Fees and charges, including payment terms, refund policy and exemptions (where applicable);
-  Provision for language, literacy and numeracy assistance;
-  Academic integrity;
-  Client support;
-  Flexible learning and assessment options;
-  Appeals and complaints processes;
-  Recognition of prior learning and credit transfer arrangements;
-  Arrangements with third parties;
-  Funding and subsidy arrangements (as applicable);
-  Industry licences or regulated outcomes (relevant to course offerings);
-  Certification; and
-  Course resource requirements (additional or supplied).

For more information, please see the Australian Institute of Commerce and Technology Academic Integrity Policy.

Courses Available

AICT delivers the following courses over varying durations (below) with a minimum of 20 hours a week.

Course Name	Course Code	CRICOS Code	Duration In weeks
Business			
Certificate IV in Business Administration	BSB40515	087034D	47
Certificate IV in Business	BSB40215	086913C	47
Certificate IV in Leadership and Management	BSB42015	079961J	47
Certificate IV in Franchising	BSB40715	087052B	47
Certificate IV in Project Management Practice	BSB41515	087131C	31
Diploma of Business	BSB50215	087181D	47
Diploma of Business Administration	BSB50415	087298B	47
Diploma of Project Management	BSB51415	087440A	47
Diploma of Leadership and Management	BSB51915	081439J	64
Advanced Diploma of Leadership Management	BSB61015	073940G	64
Information Technology			
Certificate IV in Information Technology Networking	ICT40415	086564G	64









Diploma of Information Technology Networking	ICT50415	086650K	81
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Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:







-  Communication
-  Teamwork
-  Problem solving
-  Initiative and enterprise
-  Planning and organizing
-  Self-management
-  Learning
-  Technology

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

-  Elements;
-  Performance criteria;
-  Required knowledge and skills;
-  Performance evidences;
-  foundation skills and assessment conditions;
-  Any pre or co requisites (if applicable).










To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence







Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

-  Specific assessments tasks set by your Assessor
-  Observation reports
-  Certificates and awards
-  Examples of work completed or special projects
-  Current licenses
-  Position descriptions and performance reviews
-  Third party reports
-  Question responses
-  Tests

Your evidence must also demonstrate the following:

-  That you can do the job or task to the required standard
-  Understand why the job should be done in a particular way
-  Handle unexpected issues or problems
-  Work with others 'in a team'
-  Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
-  Know the workplace rules and procedures

Delivery Schedule

Your chosen course will have a set delivery and assessment schedule, which is set at a certain amount of hours per week. Upon enrolment, you will be issued with your schedule which outlines the duration, units of competency and the dates.

If you have not already received your personalised delivery schedule (timetable), please contact the Student Services Officers at studentservices@aict.wa.edu.au or by phone at (08) 9382 9000.

Delivery Modes

The delivery mode of each AICT course is broken down into terms, which are either twelve or thirteen weeks in duration. At the end of each term, the student has a four week break which can be used to resubmit any assessments. Each term is face to face delivery with the exception of the second term which is delivered fully online.

This will be evident on your personalised delivery schedule as mentioned above.

Training Delivery

All AICT Courses are delivered via a standalone delivery method, which is either face-to-face delivery or an online delivery (Term 2 units). Please find below the more detailed explanations of each delivery:

Face to face Delivery

The following methodologies are implemented during face to face delivery depending on the subject matter: trainer presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations and group work. A variety of presentation methods such as utilising current technology for visual displays, explaining the content verbally or in writing, as well as either distributing notes, or referring to additional sources and reading materials.

Online Delivery

AICT uses modern internet technology to support e-learning and to make available to learner using interactive and adaptive methods. This will allow learner to acquire skillset in a self-paced and self-study environment with minimum interaction from the traditional in class trainers and class-room environment. This is to equip learner to accustom to today and future technology to study and achieve the learning outcomes through e-learning methods and research answers from surfing the internet and internet ready in the 21st century business environment.

Confirmation of Enrolment

You will receive a Confirmation of Enrolment (CoE) which is an official document issued to international students who are studying a course at an Australian RTO. This confirms that you have accepted a place in your desired course, paid your tuition fees (or created a payment plan) and have sorted your Overseas Student Health Cover (OSHC).

For more information, please refer to the International Admissions Manager at admissions@aict.wa.edu.au for further assistance.

AICT Course Structure

Our new and improved course structures for Business and IT courses has been accredited and supports your learning in three (3) ways:

- a. Common units – in-class units facilitated by our trainers
- b. Online units – accessed via our online assessment portal anywhere with internet connection
- c. Tutor units – self-paced learning with the support of our friendly tutors, ask them anything!

Study Break

As you will see in your personalised delivery schedule (timetable), at the end of each term you are entitled to a four week study break. This is where you have the opportunity to resubmit or catch up on assignments that you have not completed as yet before advancing to the next term.

If you would like more information regarding the study breaks and your obligations, please do not hesitate to contact the Student Services Officers at studentservices@aict.wa.edu.au or by phone at (08) 9382 9000.

Assessment









Assessment is an integral part of your learning if you wish to complete successfully and gain certification.





The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessment tasks /activities may be involved including, but not limited to:

-  Observation of performance;
-  Assignments;
-  Written activities;
-  written / oral questioning;
-  oral presentations;
-  workplace performance
-  projects
-  case studies;

-  role plays/ simulations;
-  demonstration of skills;
-  online assessments;
-  portfolio of evidence.

Certification will only be given to students who successfully complete all assessment requirements for a course.

The Australian Institute of Commerce and Technology is required to meet stringent quality requirements in the conduct of all assessments.

The The Australian Institute of Commerce and Technology has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; Assessment of knowledge and skills is integrated with their practical application; Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> Reflecting the learner's needs; Assessing competencies held by the Learner no matter how or where they have been acquired; and Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

Rules of Evidence and Assessment







The Australian Institute of Commerce and Technology is required to ensure that all evidence provided by students, meets the following “rules of evidence” as proof of their competency.

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students, and are outlined within learner / assessment resources. Many courses require assessment to be completed after the course, as workplace performance is essential in competency based learning.

Presentation of Assessments/ Assignments

-  Assessments are preferred in a word processed format.
-  Handwritten assessments are accepted; however handwriting must be clear and easy to read.
-  If you are mailing an assignment, it must be received by the due date. The Australian Institute of Commerce and Technology does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
-  All assignments are registered as they are received.
-  We endeavour to assess all assessments within 10 working days of receipt.
-  Students are entitled to one additional free resubmission of their assessments. If the re-submissions are still deemed NYC, students may be offered the opportunity to re-submit at a \$50 fee within their course.

Assessment results

Students have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as is practical. These results are available through your JobReady login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the you is received in advance.

Should you have difficulties accessing the online portal, please do not hesitate to speak to Student Services.

Reasonable adjustments

Students with disabilities are encouraged to discuss with AICT for any ‘reasonable adjustments’ to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the The Australian Institute of Commerce and Technology to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Course Fees

The Australian Institute of Commerce and Technology has developed a fair and equitable process for determining course fees, refunds and payment options.

Flexible payment options

The Australian Institute of Commerce and Technology accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard or Direct Deposit.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

Qualification enrolments

Fees for qualification program may be paid via a payment arrangement in advance. As full qualification payments are discounted, this payment method incurs a surcharge.

Cancellation, Deferment & Transfers







This policy applies to The Australian Institute of Commerce and Technology and all overseas students and enrolling overseas students.

The Australian Institute of Commerce and Technology may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances, as defined below.

Definitions

Deferral	to delay the commencement of a course.
Suspension	to temporarily delay the enrolment once the course has commenced.
Cancellation	the cessation of an enrolment on a course.
Withdrawal	a student that wishes to withdraw from a commenced course
Student Misconduct	also misbehaviour, is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct
Compassionate or Compelling circumstances	<p>is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ol style="list-style-type: none"> Serious illness or injury, where a medical certificate states that the student was unable to attend classes, Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, A traumatic experience which could include: <ul style="list-style-type: none"> Involvement in, or witnessing of a serious accident; or Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports) Inability to begin studying on the course commencement date due to delay in receiving a Student Visa.

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

-  Continuous interruptions of the trainer.
-  Smoking in non-smoking areas.
-  Being disrespectful to other participants.
-  Harassment by using offensive language.
-  Sexual harassment.
-  Acting in an unsafe manner that places themselves and others at risk.



Refusing to participate when required, in group activities.



Continued absence or late arrival at required times.

Deferral

Applications for deferral of the commencement of the course must be made by completing a Deferment Suspension Cancellation Withdrawal Form (DSCW) with any additional evidence and submitting it to AICT Student Services Staff prior to the course commencing.



The DSCW Form can be submitted via Email, Mail or in Person.



studentservices@aict.wa.edu.au

Once The Australian Institute of Commerce and Technology has processed the deferral request, the student will receive written correspondence of the outcome.



An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new training plan.



The Australian Institute of Commerce and Technology will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

Suspension

Applications for Suspension of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to The Australian Institute of Commerce and Technology Student Support Officer.



Applications must be received at least 10 working days prior to the requested Suspension date.



Applications received less than 10 working days prior to the requested Suspension date will not be processed.



In the event of an emergency situation requiring Suspension, the submission timeline of 10 working days may be waived by the The Australian Institute of Commerce and Technology.

Once The Australian Institute of Commerce and Technology has processed the Suspension request, the student will receive written correspondence of the outcome.



The Australian Institute of Commerce and Technology will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

Cancellation

Applications for cancellation of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to The Australian Institute of Commerce and Technology Student Support Officer.



The SC Form can be submitted via Email, Mail or in Person



The Student Support Officer will then check all information is attached and send the cancellation request to the Compliance Manager for review against Policy & Procedures.



The Compliance Manager will then pass the cancellation request to Admissions Manager for processing.

Once The Australian Institute of Commerce and Technology has processed the Cancellation request, the student will receive written correspondence of the outcome from Admissions Manager.



If the request is granted, the student will receive a Letter of Release. Once the Cancellation has been processed, The Australian Institute of Commerce and Technology will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.



If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

Withdrawal

Applications for Withdrawal from a course must be made by completing a Deferral Suspension Cancellation Withdrawal (DSCW) Form with any additional evidence and submitting it to The Australian Institute of Commerce and Technology Student Support Officer.



Any withdrawal must be done formally with evidence of why the student is withdrawing



The Australian Institute of Commerce and Technology has the right to refuse a withdrawal where a student has not completed six (6) months of their primary course



The Australian Institute of Commerce and Technology has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved'



Any refund application will be processed in accordance with the refund policy



Certification of any description will only be processed after all outstanding fees are paid



Certification will be issued within 30 calendar days of these conditions being met



All documentation will be recorded in the student file



In this instance the reasons must be documented and recorded to justify this decision



Should the student wish to withdraw and return to their home country, the student must advise Australian Department of Home Affairs to cancel their student visa

Prior To Suspension Or Cancellation

In any given situation that leads to a deferment, suspension or cancellation of studies, instigated by The Australian Institute of Commerce and Technology, prior to imposing a suspension/cancellation:



Formal written notification will be provided to the student of the intent and reasons for suspension/cancellation



Inform the parent(s)/legal custodian(s) of the student if the student is younger than 18 years of age



The student will be informed of their right to appeal this decision, as well as the timeframe and process for doing so



The student shall have 20 working days to access The Australian Institute of Commerce and Technology's Internal Complaints and Appeals process in accordance with Standard 10 (Complaints and appeals)




Deferral, Suspension Or Cancellation Advising And Reporting Obligations

In the instance of deferral, suspension or cancellation action going ahead The Australian Institute of Commerce and Technology will inform the overseas student regarding the need to immediately contact Immigration for advice on the potential impact to the student's visa. The Australian Institute of Commerce and Technology will report the change to the overseas student's enrolment as per section 19 of the ESOS Act.

Guidelines And Implications Of Suspension Or Cancellation

Should a student enrolment be temporarily suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist.




Students are to be made aware that

-  Students can only temporarily suspend enrolment for a maximum period of six months,
-  Deferral, Suspension or Cancellation of enrolment may affect the student's VISA,
-  If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by Australian Department of Home Affairs

Certificates

Types of Certification


In general, three (3) types of certificates are issued by The Australian Institute of Commerce and Technology. Certificates can only be awarded by The Australian Institute of Commerce and Technology in accordance with our approved qualification scope.




-  **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
-  **Statement of Results (SOR)** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
-  **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.

Certificates will only be posted to students at their nominated postal address as shown in their student login account. The responsibility is on the you to ensure your address details are correct. Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

Course Delivery

The Australian Institute of Commerce and Technology ensures the following resources are in place:










-  Trainer/assessors and Assessors with appropriate qualifications, and experience;

-  Course materials appropriate to the methods of delivery and assessment requirements;
-  All necessary copyright authorisations;
-  Appropriate equipment and facilities.

Training and assessment methods used by The Australian Institute of Commerce and Technology meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

-  Practical demonstrations
-  audio/visual presentations
-  group participation/ discussions
-  trainer/facilitator instruction
-  practical activities
-  self-paced activities
-  individual projects
-  workplace based training
-  case studies

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

The Australian Institute of Commerce and Technology offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the The Australian Institute of Commerce and Technology must abide.





The Australian Institute of Commerce and Technology makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. The Australian Institute of Commerce and Technology can assist in providing this additional development prior to completing your enrolment into vocational skills.

Recognition

Recognition is the collective term and includes:

-  Recognition of prior learning (RPL);
-  Recognition of current competency (RCC);
-  Credit transfer (CT); and
-  Mutual Recognition (MR).

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

The Australian Institute of Commerce and Technology believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.




The Australian Institute of Commerce and Technology aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by The Australian Institute of Commerce and Technology may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Senior Office Administrator who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

-  previous formal training
-  work experience, and/or
-  life experience.







Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.



Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

-  Full requirements of the Unit of Competency(s);
-  Any Regulatory requirements;
-  Authenticity - That it is your own evidence and can be authenticated;
-  That you can perform the competency consistently and reliably;
-  Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
-  Sufficiency - There is sufficient evidence to make a judgement.

The Australian Institute of Commerce and Technology is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

-  Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
-  Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see The Australian Institute of Commerce and Technology Recognition policy.

Mutual Recognition

The Australian Institute of Commerce and Technology recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for Mutual Recognition. With Mutual Recognition you are not required to undertake learning in the unit/s again.

Special Needs

Students intending to enrol for training with the The Australian Institute of Commerce and Technology are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the Director any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Director, in collaboration, will assess the potential for the you to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the your learning.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

Refund Policy

Reason for Refund / Cancellation	Notification Period	Refund	Cancellation Fee
Student Visa Application is unsuccessful	Before semester / course commences	All the fees paid less Application fee	Application fee

Student Visa Application is unsuccessful	After semester / course commences	All the fees paid less Cancellation fee	\$250.00 administrative fee + Pro-rata of tuition fee + Resource fee
Student Visa withdraws	Before semester / course commences	All the fees paid less Administrative fee	\$250.00
Student Visa withdraws	After semester / course commences	All the fees paid less Cancellation fee	\$250.00 administrative fee + Pro rata of tuition fee + Resource fee
Student Default. Student withdraws or student withdraws from a course after granting a deferral or suspension of studies	10 weeks or more before the course commences	100% refund of semester fee less \$250.00 administrative fee	\$250.00
	4-10 weeks before the course commences	70% refund of semester fee less \$250.00 administrative fee	30% of a semester fee + \$250.00
	0 - 4 weeks before the course commences	40% refund of semester fee less \$250.00 administrative fee	60% of a semester fee + \$250.00
	0 - 4 weeks after the course commences	30% refund of semester fee less \$250.00 administrative fee	70% of a semester fee + \$250.00
	4 weeks or more after course commences	No refund	100% of a course fee
Student Default. Student's enrolment is cancelled due to misbehaviour by the student	N.A	No refund	100% of a course fee + Late Fee (if Applicable)

Incidental Fees and Charges

Fees applicable are subjected to change without notice.

Type	Fee
Re-issuance Of Qualification Documents/ Statement Of Attainment	\$50.00
Interim Statement Of Attainment / Progress Report	\$25.00
Administration Fee For Late Submission / 3rd Submission Of Assessment	\$50.00 Per Unit
Overdue Fees – Maximum 5 Weeks Per Instalment Payment (\$100 Per Week)	\$100.00
Student Card Replacement	\$25.00
Deferral Fee	\$100.00
Change To Another Course	\$100.00
Change Of Commencement Date	\$100.00
Letter Of Attendance / Letter Of Confirmation / Letter Of Completion / Other Letters	\$25.00
Recognition Of Prior Learning	\$100.00 Per Unit
Request For Qualification Documents In Urgency (1 Week Turnaround)	\$100.00
Retrieval Of Archived File	\$100.00



Policies

SECTION 9 POLICIES

Access and Equity










The Australian Institute of Commerce and Technology is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. The Australian Institute of Commerce and Technology will ensure services offered are provided in a fair and equitable manner to all students, free from bias.




The Australian Institute of Commerce and Technology abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities. For further information, see The Australian Institute of Commerce and Technology Access & Equity Policy.

Appeals









The Australian Institute of Commerce and Technology ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

-  Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
-  The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
-  The appeals policy is publicly available, via The Australian Institute of Commerce and Technology website.
-  The appellant can provide detail of their appeal either verbally and/or in writing.
-  All appeals must be lodged within seven (7) calendar days of the date of the assessment result notification to the student.
-  If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
-  Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
-  All appeals are acknowledged in writing and finalised as soon as practicable.
-  The Australian Institute of Commerce and Technology may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.

-  If the appeal will take in excess of 60 calendar days to finalise The Australian Institute of Commerce and Technology will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
-  The Australian Institute of Commerce and Technology strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
-  All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.







Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

-  The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
-  The judgement was not made in accordance with the Assessment Plan.
-  Alleged bias of the assessor;
-  Alleged lack of competence of the assessor;
-  Alleged wrong information from the assessor regarding the assessment process;
-  Alleged inappropriate assessment process for the particular competency;
-  Faulty or inappropriate equipment; and/or
-  Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a. Appeal is upheld; in this event the following options will be available:
 -  The original assessment will be re-assessed, potentially by another assessor.
 -  Appropriate recognition will be granted.
 -  A new assessment shall be conducted/arranged.
- b. Appeal is rejected/ not upheld; in accordance with The Australian Institute of Commerce and Technology assessment policy the student will be required to:
 -  undertake further training or experience prior to further assessment; or
 -  re-submit further evidence; or
 -  submit/undertake a new assessment








For further information, see The Australian Institute of Commerce and Technology Appeals Policy.

Student Enrolment

To enrol in a training program simply do so via our website or contact the Student Services Team and we will send out an enrolment form and the information flyer about the course. Simply complete an Enrolment form and send to us, either by email or post.

Enrolments must be received no later than 24 hours prior to the course commencement. Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment an interview will be scheduled. At this interview you will do the following:

-  Discuss the course in detail
-  Discuss undertaking a training program
-  Establish whether you are eligible for government funding (if available)
-  Confirm the fees you will have to pay
-  Complete a language literacy numeracy test to determine your learning needs
-  Be informed about the requirements of a police/working with children check or other licences
-  Confirm the date of the mandatory orientation session

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, The Australian Institute of Commerce and Technology will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All students receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.




Student Induction

Induction for all new students includes the provision of this manual. All students must complete and return the *Orientation Checklist*, which can be found in *Appendix 1*.

Student Selection

The Australian Institute of Commerce and Technology conducts recruitment of students at all times in an ethical, fair and responsible manner using various methods.

The Australian Institute of Commerce and Technology is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

-  satisfying appropriate funding body entry criteria,
-  meeting any pre-requisite qualifications or work experience, and
-  meeting any age requirements that may be in place for a particular course

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc. Student must have the appropriate level of language, numeracy and literacy.

Enrolments are strictly on a first-in, first-served basis. The Australian Institute of Commerce and Technology shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Records Management

The Australian Institute of Commerce and Technology maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those The Australian Institute of Commerce and Technology personnel who need to have access to your file for training and assessment purposes can access it.














No other person/student can and will have access to your personal student file without your prior written permission.

Complaints

The Australian Institute of Commerce and Technology has a fair and equitable process for dealing with student complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.





Principles

-  Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
-  Complaints will be resolved on an individual case basis, as they arise.
-  All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
-  All complaints are acknowledged in writing and finalised as soon as practicable.
-  The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
-  The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
-  In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
-  Final decisions will be made by the Director The Australian Institute of Commerce and Technology or an independent party to the complaint.
-  The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
-  If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
-  If the complaint will take in excess of 60 calendar days to finalise The Australian Institute of Commerce and Technology will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
-  Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
-  All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the students in any current of future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach can be made.

Examples of when to lodge a complaint:

-  "I am not happy with the assessment outcomes. I believe I should deserve a satisfactory result for the assessment"
-  "I was accused of cheating and I don't believe it is true. I would like to have the decision changed"
-  "I was refused to withdraw my course. I would like to appeal the decision made"
-  "My study progress report is not accurate. I would like to make a complaint to have it updated correctly."

To commence the process, student must fill in an Complaint and Appeals Form, this form can be obtained either from reception or AICT's website. Other documents such as Complaint Policy, Appeal Policy, Complaint Lodgement Procedure, Assessment Appeal Procedures and relevant forms are available on our website.

For further information, see The Australian Institute of Commerce and Technology Complaints Policy.

Equal Opportunity



The Australian Institute of Commerce and Technology is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities




The Australian Institute of Commerce and Technology has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

AICT is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. This means that we are committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

The Australian Institute of Commerce and Technology will:







-  Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
-  Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

-  Refusing to join in with these types of actions and behaviours.
-  Supporting the person in saying no to these behaviours.
-  Acting as a witness if the person being harassed decides to lodge a complaint.



If you feel harassed, vilified or bullied you are encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the behaviour continues following your request that the behaviour cease, the Student Support staff should be contacted immediately.

As a student of The Australian Institute of Commerce and Technology, you have the responsibility to:

-  Act to prevent harassment, discrimination and victimization against others;
-  Respect differences among other staff and peers, such as cultural and social diversity;
-  Treat people fairly, without discrimination, harassment or victimization;
-  Refuse to join in with these behaviours;
-  Supporting the person in saying no to these behaviours;
-  Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification. Both direct and indirect discrimination are against the law:

-  Direct discrimination - means treatment that is obviously unfair or unequal.
-  Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.









Harassment, Vilification and Bullying

All students have an equal opportunity to work and study. The Australian Institute of Commerce and Technology will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:





-  Race, colour, ethnic or ethno-religious background, descent or national identity.
-  Sex.
-  Pregnancy.
-  Marital status.
-  Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
-  Sexuality (male or female; actual or presumed).
-  Transgender.
-  Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

-  Intrusive or inappropriate questions or comments about a person's private life.
-  Unwanted written, telephone or electronic messages.
-  Promises or threats to a person.
-  Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and “ganging up”. Repeated “put-downs”, aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.









Sexual harassment

The Australian Institute of Commerce and Technology will not tolerate sexual harassment in the learning or work environment. The Australian Institute of Commerce and Technology deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All students have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

-  Insensitive jokes and pranks.
-  Lewd comments about appearance.
-  Unnecessary body contact.
-  Displays of sexually offensive materials, for example, calendars or posters.
-  Requests for sexual favours.
-  Speculation about a person’s private life and sexual activities.
-  Threatened or actual sexual violence.
-  Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Privacy

The Australian Institute of Commerce and Technology abides by the Privacy Act and respects students' right to privacy.

As a RTO, AICT is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

The Australian Institute of Commerce and Technology collects information from students upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. Our organisation may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

The Australian Institute of Commerce and Technology will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.







For further information, see The Australian Institute of Commerce and Technology Privacy Policy.

Occupational Safety and Health (OSH)

The Australian Institute of Commerce and Technology is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

AICT encourages all persons to regard accident prevention and safety as a collective and individual responsibility. We recognises our responsibility under the Occupational Safety and Health and related regulations.






To ensure the health and safety of students, we:

-  Maintain the learning space in a safe and healthy condition.
-  Provide adequate facilities to protect the welfare of all students.
-  Provide information, training and supervision for all staff, helping them to integrate WHS into their work areas and roles.
-  Provide information, where relevant, to students, allowing them to learn in a safe manner.
-  Check WHS system compliance via ongoing auditing.
-  Integrate continuous improvement into WHS performance.

Duty of Care

The Australian Institute of Commerce and Technology is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment students.

Students:

-  Have a duty of themselves and others.
-  Have a responsibility to cooperate with all WHS processes.
-  Have a responsibility to comply with relevant AICT management system policies and procedures.
-  Must not bypass or misuse systems or equipment provided for WHS purposes.
-  Must report any unsafe conditions which come to their attention to the Student Services Team.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

The Australian Institute of Commerce and Technology will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.






The Australian Institute of Commerce and Technology is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

The CEO is responsible for investigating incidents and accidents. Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the CEO will immediately undertake an investigation.

The process for investigations may include:

-  Interview all people involved in the accident or incident and witnesses.
-  Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
-  Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
-  Analyse results of investigation and document recommended courses of action for evaluation by the CEO.
-  Once action is approved, communicates outcomes and planned actions.




Student Intervention Policy

The Intervention Strategy Plan is a written plan and agreement to be signed by both the student and an academic or student support staff member. This plan is developed in consultation between the student, student support and the trainer/assessor(s). The Intervention Strategy Plan specifies terms such as which actions and approaches will be used to get the student back on track, as well as the timeframe and targets, so that the student may still complete their course within the period of their CoE.

The Australian Institute of Commerce and Technology is committed to supporting student success and achievement through monitoring student progression. Where required The Australian Institute of Commerce and Technology will implement Intervention Strategies for students not meeting the course requirements as soon as progression issues arise. This can be a result of a Critical Incident, failure to complete required assessments or through poor attendance. Every student Intervention Strategy is developed and reviewed separately for that individual student to ensure fairness, equity and access.

Intervention Strategy Plans

The Australian Institute of Commerce and Technology will review the academic progress of each student via the Student Management System and record of attainment documents. This will allow The Australian Institute of Commerce and Technology to identify 'AT RISK' students and whether:

-  The student has not achieved (or is at risk of not achieving) competency in more than 50% of the units within the study period, and/or
-  The student has or is at risk of failing to meet the attendance requirements of their visa.
-  The student has been identified as unable to complete, or at risk of not completing the course in the required duration.

All students identified As 'AT RISK':

- a. will be sent a warning letter, outlining their current academic situation and a formal interview will be arranged.
- b. At this interview The Australian Institute of Commerce and Technology will attempt to ascertain the reasons for the student not being assessed as Competent and/or not meeting their progress and attendance obligations.
- c. An individualised intervention plan will then be formulated and implement remedial actions to assist the student.
- d. If the student does not agree with the Intervention plan or process, they shall have 20 days to access the Complaints and Appeals process.

All students who are identified as at risk and receive a warning letter will be placed on an Intervention Follow up Register:

- a. This register is to be maintained by Office assistant for each study period.
- b. The CEO is to sign each Intervention Follow up Register before they are filed ensuring all student have been action or referred to Office assistant for further processing.

In the event The Australian Institute of Commerce and Technology varies a student's workload or expected duration of study on completion of the Intervention process, The Australian Institute of Commerce and Technology will:

- a. Record this in the Student Management System as well as on the students file.















- b. Provide a new course outline contained within the intervention strategy form.
- c. If a new CoE is required student is referred to Admissions Manager.
- d. Admissions Manager report this variation via PRISMS.

The Australian Institute of Commerce and Technology will also inform the student to contact Australian Department of Home Affairs to discuss any issues with their VISA requirements providing avenues for appeal have been allowed and as set out in Standard 8, (see Progress, Completion and Attendance Policy)

The intervention strategy must include provisions for:

- a. where appropriate, advising students on the suitability of the course in which they are enrolled
- b. assisting students by advising of opportunities for the students to be reassessed for tasks in units that they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency
- c. advise student that unsatisfactory course progress in two consecutive study periods of their course could lead to the student being reported to Australian Department of Home Affairs and cancellation of their visa, dependent upon the outcome of any appeals process

Strategies for Intervention may include, but are not limited to:

-  Extra Tuition
-  Modifications in workload
-  Support with applying effective study strategies
-  Support with implementing time management skills
-  Implementing a plan for student to submit assignments or complete assessments within a certain timeframe
-  Regular scheduled meetings between student and academic/support staff for reviewing progress before the end of the next study period
-  Reviewing enrolled units/course and changing the student's enrolment to another subject area if this is agreed between the student and The Australian Institute of Commerce and Technology
-  Student attending make-up classes or workshops, these may be regular scheduled classes, classes scheduled for another group or classes/workshops provided during holiday breaks for the purpose of catching up
-  Organising meetings with trainers
-  Extension in course duration
-  Mentoring programs
-  Access to counselling services
-  Referral to other support services and agencies or available study skills workshops, academic counselling, English language support
-  Referral and introduction to student guilds, groups and support groups

Any combination of the above options as determined in the intervention interview as being suitable for the individual student's needs. Some of these options may attract additional fees depending on the student's personal circumstances.

Progress, Completion and Attendance Policy

This policy applies to all overseas students current and prospective students as well as those continuing study.

This policy is relevant to The Australian Institute of Commerce and Technology as a registered training organisation required by the regulators and Australian Department of Home Affairs to report upon students' academic progress, rather than attendance. Within this policy are policy items for attendance monitoring requirements should The Australian Institute of Commerce and Technology be required by ASQA to use attendance based monitoring now or in the future.

The attendance of each student enrolled with the RTO will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory course progress. However, the Progress, Completion and Attendance Policy does not require the RTO to report unsatisfactory attendance under the conditions of the overseas student visa. However, as part of our academic support and monitoring, our internal policy is that students must attend classes and we record attendance at every class.

Attendance Forms

The Australian Institute of Commerce and Technology will continue to use attendance forms in every training session scheduled to be run by THE RTO trainers. These attendance forms are used to determine last point of contact with students and assist in students who don't achieve competency on assessments regarding intervention strategy meetings.

Attendance forms are updated by Admissions Student Support Officer and printed out each Friday by the rostered Student Support Officer. Please reference Attendance Monitoring Flowchart for process.

Course Completion Within The Expected Duration Of Study

The Australian Institute of Commerce and Technology is required to manage student's course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum.

In addition, The Australian Institute of Commerce and Technology must monitor each student's enrolment to ensure they:









Take no more than one-third of their course Online or by Distance learning, and




Are enrolled in at least one face to face subject in each compulsory study period.




Monitoring And Tracking Course Progress And Completion: Process:

-  SSOs maintain and track academic progress via the Record of Attainment, which in turn allows SSO's to update the Student Management System.
-  Each course is setup within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery.
-  Students are then enrolled into the course and a Class Schedule is printed and provided to the student this includes all term breaks and each term is a study period.
-  The Class Schedule is in addition to the Training Plan provided prior to Confirmation of Enrolment.
-  The Class Schedule will be provided to the student on their orientation day, there are college timetables and class schedules available on notice boards.
-  The class schedules for each study period are then monitored to ensure that students are meeting the minimum 50% competency requirement and is achieving satisfactory academic progress.
 - a. Four (4) weeks prior to end of each study period a SSO will complete an End of Study Period Report. This report will enable THE RTO staff to send out letters via the SMS to students at risk and advise them hand in any outstanding assessments for processing. Assessors will update the Record of Attainment and SSO's in turn update the SMS.
 - b. This process enables The Australian Institute of Commerce and Technology to identify any students at risk of not completing within the expected duration on their CoE, and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student.
 - c. At the immediate end of each study period, this process is repeated and students who are failing to achieve better than 50% completion rate are sent a warning letter. The warning letter notifies the student about options for connecting with a SSO to plan an effective intervention strategy for the student to progress to a positive academic progress that enables the student to complete their studies as per the duration stated on their CoE.
 - d. Every student that receives a warning letter will be recorded on a register to ensure all students have an effective follow up plan. This register also enables THE RTO staff to manage the response from students in an appropriate and unbiased procedure.
 - e. Students who fail to achieve satisfactory academic progress in two consecutive study periods (term) and fail to engage in an intervention strategy will be issued with an intention to report letter as soon as practicable, notifying them of:
 - i. our intention to report the overseas student to Australian Department of Home Affairs for unsatisfactory course progress
 - ii. their right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Reporting For Unsatisfactory Academic Progress

The Australian Institute of Commerce and Technology will only report unsatisfactory course progress in PRISMS and advise Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if:










-  All internal and external complaints/appeals processes have been completed and the decision or recommendation supports The Australian Institute of Commerce and Technology as the registered provider, or




-  the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
-  the overseas student has chosen not to access the external complaints and appeals process, or (8.14.3)
-  the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

Only when the above criteria are met the student's case may be referred to the Admissions Manager for cancellation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable.

In instances of misconduct and allegations of misconduct these are addressed in the Student Misconduct Policy.





Attendance Monitoring

-  Policy items and processes for attendance monitoring requirements should The Australian Institute of Commerce and Technology be required by ASQA to use attendance based monitoring **now or** in the future
-  If an required by ASQA to monitor overseas student attendance, monitoring and recording attendance of the overseas student, will be conducted.
-  Each students' attendance is recorded and calculated over the period of a term/study period using information from class attendance sheets which are input to the student management system (SMS).
-  Using this information in the SMS the weekly attendance records are reviewed and a report is generated to identify Students at risk of not satisfying attendance requirements.
-  The student identified as being at risk are notified by email and their current attendance percentage is given in the form of an Attendance Reminder Notice. This notification is recorded in the SMS against the contacted students' contact log.
-  Students with will falling attendance percentages will be notified by email a minimum of two times before their attendance level reaches the 80% minimum. In each contact the Attendance Reminder Notice issued will include:
 - a request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable
 - a statement explaining that The Australian Institute of Commerce and Technology is obligated to monitor attendance and notify the Australian Department of Home Affairs of students with attendance below 80%, which may ultimately result in the cancellation of the student's visa.
-  Should the student be absent for four consecutive days absent without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process and book an intervention interview.
-  Should the attendance rate of a student fall to 80% a Final Attendance Warning Letter is sent to the student requesting an immediate intervention interview with student support staff and further warning the student of the imminent risk of reaching attendance percentages under the 80% minimum rate.
-  At five consecutive days absent without our prior approval, or having reached attendance levels below 80% the student is sent a Notification to Report letter outlining our intention to report the student to Australian Department of Home Affairs, the reasons and their right to access the appeals and complaints process within 20 days.

-  Australian Department of Home Affairs will be notified only after the student has received an Intention to Report Letter and has been afforded the opportunity to internally appeal within 20 days.
-  If the student uses the 20 day period after receiving an Intention to Report Letter to appeal and is successful, Australian Department of Home Affairs will not be notified at this time, however the attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether or not to report the student to Australian Department of Home Affairs.
-  We may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and is maintaining satisfactory course progress.

Reporting For Unsatisfactory Attendance





The Australian Institute of Commerce and Technology will only report unsatisfactory attendance in PRISMS and advise Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if:

-  All internal and external complaints/appeals processes have been completed and the decision or recommendation supports The Australian Institute of Commerce and Technology as the registered provider, or
-  the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
-  the overseas student has chosen not to access the external complaints and appeals process, or
-  the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

Only when the above criteria are met the student's case may be referred to the Admissions Manager for cancelation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable.

Extension To Course Duration

The Australian Institute of Commerce and Technology will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the students COE, as the result of: (8.16)






-  Compassionate or compelling circumstances as assessed on the basis of demonstrable evidence, or;
-  Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or;
-  Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral Suspension Cancellation Policy)
-  All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.

Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

If an extension to the duration of the student's enrolment is granted, The Australian Institute of Commerce and Technology will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa.

Publishing And Dissemination Of Course Progress Monitoring



Course Progress Monitoring information will be published in all student information so that students and/or future students will be notified of:

-  The requirements for achieving satisfactory course progress
-  The process for assessing satisfactory course progress
-  The Intervention strategies that will be implemented for students at risk of failing to achieve Satisfactory course progress
-  The process for determining the point at which the student has failed to meet Satisfactory Course Progress
-  Procedure for notifying students that they have failed to meet satisfactory course progress requirements.

Certification Issuance Policy




The Australian Institute of Commerce and Technology is committed to ensuring AQF qualifications and Statements of Attainment are issued in accordance with the requirements of the Standards for Registered Training Organisations (SRTOs 2015), and the endorsed Training packages and VET Accredited courses within its scope of registration.

The Australian Institute of Commerce and Technology will ensure that:

-  AQF qualifications and statements of Attainment issued by the RTO are within its scope of registration and that they certify the achievement of qualifications or industry competency standards from nationally endorsed Training Packages or VET Accredited courses.
-  A clear distinction can be made between AQF certification documents and non-AQF certification issued.

Underpinning principles

The following principles underpin this policy.

-  The Australian Institute of Commerce and Technology only issues qualifications and Statements of Attainment to those students who meet the required outcomes of a qualification, accredited course, unit of competency or module, as specified in the relevant Training Package or VET accredited Course.
-  The Australian Institute of Commerce and Technology will, using the Student Management System:
 - i. Maintain a register of all AQF qualifications issued;
 - ii. Retain records of all AQF certification documentation for a period of 30 years; and
 - iii. Provide reports of records of qualifications issued to the VET Regulator on a regular basis as requested by the VET regulator.
-  AQF certification documentation will be issued to a students within 30 calendar days of the students being assessed as meeting the requirements of the Training Package or VET Accredited course:
 - i. if the training program in which the student is enrolled in is complete; and
 - ii. providing all agreed fees the client owes to the RTO have been paid.



AQF certification documentation will not be issued to an individual without The Australian Institute of Commerce and Technology being in receipt of the verified unique Student Identifier for that individual, unless an exemption applies, as per the requirements of the Student Identifier Act 2014.

- i. If an exception applies, in accordance with SRTOs, The Australian Institute of Commerce and Technology will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever comes first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Replacement of Certification Documentation

AQF certification documents can be re-issued to a students, upon written request. Replacement certification documentation will incur a fee, as noted in The Australian Institute of Commerce and Technology ‘Incidental Fees and Charges’.

Transfer of Provider Policy

The purpose of this policy is to ensure that overseas students wishing to transfer between registered training providers do so in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 7.

This policy and the related procedure provide a documented process for assessing requests for the Transfer of Provider. By following this policy and procedure, The Australian Institute of Commerce and Technology safeguards against knowingly enrolling an overseas student prior to them first completing at least six months of their principal course, with the exception of those meeting specified criteria and in certain circumstances as detailed herein.

Definitions

Incoming Transfer: refers to a student transferring from another institution to this one

Outgoing Transfer: a student leaving this institution to go to another

Incoming Student Transfer

- a. If the student has completed more than six months of their principal course of study, the application process proceeds as for all overseas students.
- b. Where a student has NOT completed six months of their principal course of study, they are informed that they need to provide a letter of release to support of their application.
- c. To support the application they can be provided with a Conditional Letter of Offer which clearly states that an offer of a place is subject to the condition that they acquire a letter of release.
- d. If no satisfactory letter of release is obtained from, the application process is discontinued and the student informed that they are unable to transfer at this time. The student is to be informed that they may reactivate their application when the 6 month period has passed.
- e. The Student Transfer Application Register is to be updated with details of the student, transfer application and outcome.
- f. In event that the student cannot continue with their course of study due to the original course or institution ceasing to be registered, or because of sanctions placed on the original institution by the regulators, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

The Australian Institute of Commerce and Technology, as the receiving registered provider must not knowingly enrol any 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:

- a. the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS,
- b. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
- c. the original registered provider has provided a written letter of release,
- d. the original registered provider has had a sanction imposed on its registration by the ASQA as the ESOS Agent, that prevents the student from continuing studies, or
- e. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Outgoing Student Transfer

- a. Students wishing to transfer to another provider must first complete a Transfer of Provider Request Form, along with any supporting documentation.
- b. All requests will be assessed individually, taking into account the circumstances of the student and if the transfer will be in the best interest of the student.
- c. All requests will be processed within 10 working days from the date of submission, with a Letter of Release or Letter of Refusal being provided.
- d. Notwithstanding the outcome, the student has 20 days to access The Australian Institute of Commerce and Technology's Complaint and Appeals process.
- e. All documentation (requests, considerations, decisions and copies of letters of release) should be placed on student's file.
- f. The details of the application to transfer, including the outcome of the application, shall be entered into the Student Transfer Application Register
- g. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Circumstances In Which A Transfer Of Provider Request Will Be Granted

The Australian Institute of Commerce and Technology will consider a Transfer of Provider Request and grant a Letter of Release under the following circumstances:

- a. Compassionate or compelling circumstances,
- b. The provider and the course better meets the student's academic capabilities and requirements
- c. The Australian Institute of Commerce and Technology has ceased to be registered or the course in which the student is enrolled has been cancelled or ceased to be registered, or the course is not delivered as outlined in the written agreement by fault of The Australian Institute of Commerce and Technology as the provider
- d. there is evidence that the overseas student's reasonable expectations about their current course are not being met
- e. 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
- f. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student

- g. The Australian Institute of Commerce and Technology has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- h. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change
- i. Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.)
- j. Special circumstances in which the The Australian Institute of Commerce and Technology may consent to the transfer request because transfer is in a student's best interests, including but not limited to our having assessed that:
 - i. even after engaging with our intervention strategy to assist the overseas student in accordance with Standard 8 (refer to Overseas Student Intervention Strategy Policy) the student will be reported because they are not able to achieve satisfactory course progress at the level they are studying
 - ii. a reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period

In addition to the above, the National Code states, that The Australian Institute of Commerce and Technology must grant a Letter of Release only where the student has:

- a. provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
- b. where the student is under 18;
- c. The registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and
- d. Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (Younger students).

If a Letter of Release is granted, then this will be issued at NO cost to the student.

Students should also be informed that they are to contact Australian Department of Home Affairs to seek advice on whether a new Student VISA is required.

Circumstances In Which A Transfer Of Provider Request Will Not Be Granted

The Australian Institute of Commerce and Technology will not grant a Letter of Release under the following circumstances:













- a. The request is within six months of commencement of the principal program with The Australian Institute of Commerce and Technology
- b. The student does not have a valid Letter of Offer from the receiving provider,
- c. The student has Financial difficulties or Outstanding Payments for The Australian Institute of Commerce and Technology services
- d. The student is under 18 and there is no written authority from the Parent or Legal Guardian
- e. Where The Australian Institute of Commerce and Technology does not agree that the transfer is in the students best interest or academic capabilities
- f. The new course provider is not a CRICOS provider

In the instance of a refusal of transfer The Australian Institute of Commerce and Technology will issue a Letter of Refusal to Transfer to the student, stating the reason or reasons for refusal and inform the student of their right to appeal this decision. The Australian Institute of Commerce and Technology Will provide the student with access to the appeals and complaints process in accordance with Standard 10 (see Complaints and Appeals Policy and Procedures), within 20 working days.




Critical Incident Policy

A Critical Incident is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

Critical incidents may include, but are not limited to:







-  Serious injury, illness, or death of a student or staff
-  A missing student
-  Serious illness, such as any illness which causes the deterioration of the student /staff member's health over time
-  Serious Injury which prevents or severely affects the student's ability to complete the course
-  Physical or Sexual assault
-  Occupation Health & Safety Risk
-  Student or Staff witnessing a serious accident or violent act
-  Natural disaster
-  Fire, bomb-threat, explosion, gas or chemical hazard
-  Drug or Alcohol abuse
-  Damaging Media attention
-  Traumatic events that affect students; such as
 - i. Sexual Assault
 - ii. Mental Health Crisis

iii. Drug / Alcohol Overdose

-  In the case of younger overseas students, under the age of 18 years, any event causing the disruption of Accommodation and Welfare arrangements constitutes a critical incident
-  If an overseas student under the age of 18 years cannot be contacted and their whereabouts and wellbeing are not about to be confirmed, this too constitutes a critical incident
-  In the event of a report or accusation of harm (abuse, neglect or other) against a caregiver or other by an overseas student under the age of 18 years, a critical incident will be registered

Should an incident be deemed to meet the above criteria, that incident report can be upgraded to a Critical Incident and be subject to the following information within this policy.

The Australian Institute of Commerce and Technology Critical Incident Response Procedures will address the actual management of a Critical Incident and include the following items:

-  The time of the incident
-  The type of incident
-  Immediately after the incident
-  Following the incident
-  Post the incident
-  Review the Critical Incident management

This policy shall be disseminated to all Staff and Student's to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the orientation process.




Overseas students will be provided with information about assistance available and how to seek assistance or, and report any incidents. Assistance will also be available for reporting and seeking assistance through Student Support Services and staff.

Overseas Student Health Cover Policy

All overseas students are required by law to have Overseas Student Health Cover (OSHC) prior to VISA approval. Students are to obtain this cover prior to entry into Australia and are to be covered from the day they arrive until the end of the issued VISA.

This policy applies to all Students who are making application to, or commencing study with The Australian Institute of Commerce and Technology.

Exceptions: You do not need OSHC if you are:

-  a Norwegian student covered by the Norwegian National Insurance Scheme
-  a Swedish student covered by the National Board of Student Aid or by Kammarkollegiet
-  a Belgian student covered under the Reciprocal Health Care Agreement with Australia.

As a condition of the student VISA, the Australian Government requires the student to have Overseas Student Health Cover (OSHC).

The Australian Institute of Commerce and Technology is able to provide OSHC through BUPA, and will provide the associated fees and charges on the Letter of Offer, or (administration fee may apply). The student is free to arrange OSHC themselves. Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

The Australian Institute Of Commerce And Technology Arranged Health Cover

As part of the Application for Enrolment students are required to indicate whether they require The Australian Institute of Commerce and Technology to provide OSHC. If The Australian Institute of Commerce and Technology is to arrange cover, the associated fees will be listed on the Letter of Offer and must be paid at the time of acceptance.

Failure to pay the required fee may affect the Confirmation of Enrolment provided by The Australian Institute of Commerce and Technology as well as your Student VISA application.

Student Arranged Health Cover

As part of the Application for Enrolment students are required to indicate whether they will arrange their own OSHC cover. If the student is to arrange cover, they are required to provide The Australian Institute of Commerce and Technology with all details in order to validate a Confirmation of Enrolment.

Failure to obtain OSHC may result in your Student VISA application being denied.

Modes of Delivery Policy

This policy applies to all CRICOS registered courses of study and to current and prospective overseas students including those continuing study.

This procedure does not apply to courses offered to students studying outside Australia or wholly online courses. Distance education and part-time programs are not to be registered on CRICOS and as such, are not available for overseas (international) students.

Definitions

Distance learning	Distance learning is carried out without the requirement to attend the campus for that unit of study
Face to face	Usually classroom based but may also entail practical laboratory, workshop and other learning environments, provided the trainer assessor is present and It should be noted that face-to-face training may involve the use of online/electronic tools and media; for instance Moodle platforms and eLearning. Providing the online/electronic tools and media do not replace to negate the need for a trainer assessor to be present. Face-to-face mode should be trainer assessor-lead rather than self-paced learning. Some electronic mediums, such as Skype, make live-time discussions possible. However these are not to be used as face-to-face study

Online	Online mediums separate the teacher and student and necessitate the study being partially or completely self-paced or student-lead Some online study involves participating simultaneously online such as via real-time discussion forums at a pre-specified time
Study Period	A study period or term is the regular scheduled term of study between study breaks, often of ten to thirteen weeks duration.

Policy Statement



Overseas students are required to be enrolled in a full time course as a requirement of their student visa (Condition 8202).



In accordance with the ESOS framework, and the requirements of CRICOS registered courses, The Australian Institute of Commerce and Technology will not deliver a course exclusively by online or distance learning to overseas students.



In designing and delivering courses for overseas students, no more than one-third of the units may be by online or distance learning modes, with the remaining two-thirds of the course delivery being face-to-face delivery mode.



When designing and delivering courses for overseas students, and whenever enrolling students into study programs, The Australian Institute of Commerce and Technology will ensure that each overseas student's study plan includes at least one unit that is not by distance or online learning in each compulsory study period.
The only exception is when a student is completing the last unit to complete their course.



If/when overseas students do study by means of online or distance learning, The Australian Institute of Commerce and Technology will take all reasonable steps to support students who may be disadvantaged by:



Any additional costs or other requirements from undertaking online or distance learning including for overseas students with special needs



The inability to access resources offered by The Australian Institute of Commerce and Technology , and/or opportunities for engaging with other overseas students while undertaking online or distance learning



Students require sufficient support and feedback to ensure their optimal capacity to achieve satisfactory course progress requirements of their visa and CoE.



Intervention strategies are available to students identified as being at risk, see Intervention Strategy Policy.



Intervention strategy plans may include such remedial actions as altering the delivery methods that a student is enrolled in to better suit the student's needs.

Recognition and Credit Policy







The objective of the Recognition and Credit Policy is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised. This policy and the corresponding procedure provide a process for assessing and recognition of prior learning and credit transfers and granting and recording of the subsequent course credits, whilst preserving the integrity of the award and complying with the underpinning requirements of the course/award to which it applies. Applicants, whether they are current or prospective students, will be offered an outcome to meet their specific circumstances within The Australian Institute of Commerce and Technology's Scope of Registration, subject to the fees and charges outlined below (subject to change and review annually).

Definitions

Credit Transfer	A process of the RTO accepting and acknowledging credit for units of competency that are: AQF certification documentation issued by another RTO AQF authorised issuing organisation such as University Authenticated VET transcripts issued by a Registrar
Recognition of Prior Learning	A means to receiving recognition of a competency (or competencies) as a result of any previous learning acquired, regardless of where or how the learning was acquired The RPL assessment process may assess a student's formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
Formal learning	Any learning that occurs place through a structured program of instruction and is linked to the attainment of a formal qualification or award, such as certificates, diplomas or higher education degree
Non-formal learning	Any learning that occurs through a structured program of instructions without resulting in a formal qualification or award such as in-house training and business-run professional development or on-the-job training
Informal learning	Any learning results through experience of work-related, social, hobby or community work such as cash handling skills through several years as a treasurer of a club
Course Credit	Any exemption from enrolment and study in a particular part of a course due to Credit Transfer or RPL.












Students are required to submit the Credit Transfer or RPL Application Kit in order to have the Course Credit formerly assessed.

Assesment of RPL applications:

-  The RPL Policy is to be consistent with the Access and Equity Policy.
-  Only accredited assessors will conduct RPL assessments on behalf of The Australian Institute of Commerce and Technology. All RPL assessments are to comply with the requirements detailed in the training product documentation (or as per VET accredited course where applicable)
-  RPL Applications are available from The Australian Institute of Commerce and Technology. RPL and Credit transfer options are detailed to the prospective student and options for these are explored during the recruiting pre-enrolment process (see Engagement Prior to Enrolment Policy).
-  The general principle to be observed is that “As the level of risk increases, there should be a corresponding increase in the rigor of the RPL processes”.
-  The Australian Institute of Commerce and Technology’s RPL Policy is based on National Assessment Principles.
-  The Australian Institute of Commerce and Technology assessment process shall provide for the recognition of prior learning regardless of where this was acquired.

Assessment Process Requirements

The assessment process will cover the following:

-  Formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package (or VET accredited course where applicable).
-  Assessment processes should cover the broad range of skills and knowledge needed to demonstrate competency.
-  Assessment of competency should be a process that integrates knowledge and skills with their practical application.
-  During assessment, judgments to determine an individual's competency, wherever practicable, are based on evidence gathered on a number of occasions and in a variety of contexts or situations, including the validation of evidence.
-  Assessment processes should be monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
-  Assessment should cover both on and off the job components of training.
-  Assessment processes should provide for the recognition of competencies no matter how, where or when they have been acquired.
-  Assessment processes should be made accessible to individuals so that they can proceed readily from one competency standard to another.
-  Assessment practices must be equitable to all groups or individuals.
-  Assessment procedures and the criteria for judging performance must be made clear to all individuals seeking assessment.
-  The assessment approach should be participatory – the process of assessment should be jointly developed / agreed between the assessor and the candidate




The assessment evaluation will include the verification of the currency, relevance and authenticity of the documents submitted. A referee check will be conducted where required to confirm the authenticity of evidence and conferring institutions be contacted to validate the document/s presented.







Opportunities must be provided to allow individuals to challenge assessments and provision must be made for reassessment in accordance with the Complaints and Appeals Policy, Code of Staff Handbook and Student Handbook






AQF Qualification Recognition

-  As required by the SRT0 2015 The Australian Institute of Commerce and Technology as an RTO must accept and mutually recognise the decisions and outcomes of any RTO or body in partnership with an RTO, thereby ensuring mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by RTO's.
-  The Australian Institute of Commerce and Technology Assessors must accept and recognise Statements of Attainment and AQF qualifications gained from other RTO's where Nationally Recognised Training, Australian Qualifications Framework or State logos are justifiably used and competency is determined to be current and relevant. Assessment or re-assessment in such cases infringes an applicant's recognition rights and is non-compliant with the Standards for RTOs 2015.
-  In the event a student wishes to undertake training in a recognised training program for refresher purposes, then they will be advised that the assessment at the learning level will not be necessary, however, may be offered as an option.
-  Where the recognised AQF qualification forms part of another AQF qualification, the student will be enrolled in the additional units only.
-  Student with part AQF qualifications will be required to provide documented evidence of their qualifications.
-  An applicant, who has undertaken a course that is not competency based, can gain credit transfer into a competency-based course if the mapping of qualifications can be justified.

Granting of Recognition and Chart

-  Where RPL or course credit that reduces the overseas student's course length, The Australian Institute of Commerce and Technology will inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
-  When granting RPL or course credit to an overseas student, The Australian Institute of Commerce and Technology must give a letter of notification of the decision to the overseas student to accept and retain. The written record of acceptance must be retained by The Australian Institute of Commerce and Technology for two years after the overseas student ceases to be an accepted student.
-  Where Credit Transfer or RPL is granted before the issue of a VISA, the course duration will be indicated on the Confirmation of Enrolment (CoE).
-  Where Credit Transfer or RPL is granted after the issue of a VISA, the amended course duration will be reported via PRISMS within 14 working days and a new COE will be issued.

Recognition Fees

-  The fees for RPL are as follows:
-  Recognition for qualifications up to and including Certificate III will incur a cost as per unit cost chart
-  Recognition for Certificate IV will incur a cost per unit cost chart
-  Recognition for Diploma and Higher will incur a cost per unit cost chart
-  There is no associated cost for AQF Qualification Recognition unless a mapping document has to be developed in this case a fee would apply per unit cost chart.

Certificates or Statements of Attainment will not be issued until all fees are paid and the student has a current USI number.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

- **Accredited short course** means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF statement of attainment.
- **AQF certification documentation** is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
- **AQF qualification** means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.
- **Authenticated VET transcript** has the meaning given in the *Student Identifiers Act 2014*.
- **Nationally Recognised Training (NRT) Logo** means the logo used nationally to signify training packages and VET accredited courses.
- **Registrar** has the meaning given in the *Student Identifiers Act 2014*.
- **Statement of attainment** means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.
- **Student Identifier** has the meaning given in the *Student Identifiers Act 2014*.
- **Testamur** an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', laureate' or 'certificate'. *(Extract from Australian Qualifications Framework)*











SECTION 10 STUDENT TIPS

In this section, you will find many useful tips to help you enjoy your time as a student at AICT. This section covers practical tips on study, weather, hazards and other important information that may be useful to you. Also refer to the Student Noticeboard for updated and important information and tips about living in Australia.

Study

Study isn't just for the night before an assignment's due or the night before an exam. It is never too early –or too late- to develop good study habits. The sooner you get into a good study groove, the easier everything will be and the more your chances of getting good marks will improve.

Here are some study tips that you can follow:

-  Set up your study space to be quite, comfortable and distraction-free.
-  Find your best time to study like in the morning or in the evening
-  Studying everyday allows you to continually review things in your mind
-  Set alarms to remind you about your study plans
-  Use a Wall planner or a journal to mark important due dates or block out your regular timetable
-  Set time-limits to finish your studying
-  Take regular study breaks inbetween sessions to release stress or frustration
-  Ask for help from teachers or fellow students too

These tips are only some of the things you can do to get the most out of your studying, for more tips check out the AICT notice board that provides daily study tips and study groups available for international students.

Critical Incident

A Critical Incident is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

For more information on how to report a critical incident, please refer to Section 3.

Shopping

AICT is located in the heart of the Perth CBD, which provides students the convenience to major shopping locations such as:

-  Hay Street and Murray Street Mall
-  Carillon City
-  Forrest Chase
-  Trinity Arcade
-  Watertown
-  Northbridge

Looking For Part Time Employment






You may find it difficult to find work in Australia as you will be joining a vast amount of the Australian population in your search; therefore you should not solely rely on income from employment when budgeting to pay for living expenses.

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

-  Newspaper
-  AICT Notice Board
-  Online – try the following:
 - www.seek.com.au
 - <https://www.careerone.com.au/>

Going For A Job Interview

Going for a job interview may be daunting, however here are a few tips that may help you:

-  Be prepared – know yourself, your strength, your weaknesses and achievements! Prepare as much as you would for a presentation in front of a class
-  Research the company
-  Dress appropriately to match the company culture
-  Arrive 15 minutes early – punctuality is a subtle clue about attitude and behaviour
-  Appear friendly and outgoing

Travelling

If you catch public transportation to our campus, please see Student Services at the reception front desk to fill out a Student Smart Rider Card as you are now eligible for a Tertiary Smart Rider for discounted travel fees using WA Transportation, Transperth.

Water wise

Australia monitors its water consumption through programs like WA Water wise to manage and use our water resources sustainably. These water saving programs aim to build cooperative working relationship with local governments to improve water use efficiency within council facilities, public open spaces and within the communities.

For further information about water saving tips and programs visit www.watercorporation.com.au

Weather Alerts

Australia experiences the four seasons every year:

Season	When
Summer	December – February
Autumn	March – May
Winter	June – August
Spring	September – November

It is important to understand the weather alerts should there be any extreme weather conditions. The **State Emergency Service (SES)** is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. For emergency assistance in a flood or storm dial **132 500**.

Coastal Dangers

The fact about 'King waves'

When strong wind blows across the ocean over a long distance, a series of long unbroken waves form. This is known as a swell. On the South Coast of Western Australia swells, sometimes known as King Waves, can be significantly BIGGER (up to 10 times bigger) than the waves before them. This can be VERY DANGEROUS if you're on rocks close to the shore as king waves can sweep you off the rocks. BE CAREFUL!!!! People are swept away into the ocean, particularly when rock fishing on the Torndirrup Peninsula near Albany (down the cliff from the Albany Wind Farm). Please see below an example of a warning:



Rip Currents

The facts about rip currents

There are many myths about the ocean. Many people think it's just tourists and poor swimmers who get caught in rip currents. In fact, it's young men aged 15-39 years who are most likely to die in rips. Rips are the number one hazard on Australian beaches. The best way to avoid a rip is to swim at a patrolled beach between the red and yellow flags.

How to spot a rip current

Rips are complex, can quickly change shape and location, and at times, are difficult to see. The things to look for are deeper, dark-coloured water; fewer breaking waves; a rippled surface surrounded by smooth waters; and anything floating out to sea or foamy, discoloured, sandy, water flowing out beyond the waves. Rips don't always show all of these signs at once.



You can survive rip currents by knowing your options



To reduce the chances of being caught in a rip current, always swim between the red and yellow flags.



If you need help, stay calm, float and raise an arm to attract attention.



To escape a rip, swim parallel to the beach.



Always conserve your energy; the waves can assist you back to the beach.

Avoiding rip currents

The best advice is to avoid rip currents altogether. To reduce the likelihood of getting caught in a rip current, you need to:



Always swim between the red and yellow flags which are clearly marked at major beaches;



Observe all safety signs;



Obey all instructions from the surf lifesavers and lifeguards;



Understand what a rip current is;



Know how to spot rip currents and look for the common signs such as deeper, darker water and fewer breaking waves; and



Do not swim in or near a rip current.

Please read the signs. We don't want a tragedy. Your parent, family or friends will be devastated.










For further information, please visit <http://www.ripcurrents.com.au/>

Please see below an example of sign posted warnings:



Swimming Warnings

Follow these helpful tips for healthy swimming in Western Australia's beachers, rivers, lakes and dams.

-  Don't swim alone – make sure there are others at and on the beach or swimming area that can call for help should you get into trouble
-  Avoid swimming after heavy rainfall (more than 10 millimeters)
-  Do not swim in water that looks discoloured, murky or smells unpleasant
-  Do not dive into water in case of shallow depth
-  Do not dive into water that has protruding objects
-  Look for poster warning signs and follow the advice
-  Avoid swallowing water or putting your head under water if you are unsure about its quality
-  Avoid swimming if you have an open wound or infection
-  Don't swim if you are ill

For more information visit <http://healthywa.wa.gov.au>






Summer Sunburn And Dehydration

The Australian sun can cause severe sunburn and dehydration.

On a summer's day in Australia, dehydration and sunburn can occur in as little as 15 minutes. All types of sunburn, whether serious or mild, can cause permanent and irreversible skin damage. Further sunburn only increases your risk of skin cancer. Over 2,000 Australians die from skin cancer each year.





To avoid Sunburn and dehydration, suggestions include:

-  Drink PLENTY of water before going into the sun
-  Apply sunscreen onto your skin at least 15 minutes before going outside or 30 minutes before entering the water
-  Re-apply sunscreen after every hour or if you come out of the water

For more information on being sun smart visit <http://www.sunsmart.com.au/>

Selfie Hazards

Although you are new to the country and want to take multiple photos to share on social media, always be aware of your surroundings and belongings! It is important to keep safe as you may be exposed to hazards whilst taking that important photo of yourself and the bell tower. Some hazards include:

-  Pick pocketers who prey on tourists
-  Roads and Streets
-  Oncoming Traffic
-  Walk-way hazards (ie uneven stepping, objects that you may trip on)

The first important thing you must always do is look for and read sign posts in the area. For example the following:



Smoking Hazards

Unlike other major cities, the City of Perth was the first council in WA to ban smoking in major pedestrian areas including within the Perth CBD in 2013. Changes to local law mean it's now an offence to smoke in Perth's Hay St Mall, Murray St Mall and Forrest Place. If caught Smoking in these areas, you may be issued a fine.




We suggest you use areas that permit smoking, however for help you can call the Quitline 13 7848.

Please see below an example of a smoking prohibited sign:



Staying Healthy

Act-Belong-Commit is a comprehensive health promotion campaign that was created in Western Australia. The program encourages individuals to take action to protect and promote their own mental wellbeing. Individuals follow the 'ABC' program to:

-  'ACT' – do something! Individuals keep active in as many ways as they can, physical, socially, mentally, culturally and spiritually.
-  'Belong' – Do something with someone! Keeps individuals connected to friends and family, get involved with groups or join local community activities.
-  'Commit' – Do something meaningful! – Individuals commit to a cause, volunteer their time, learn new skills or take up a challenge

For more information visit www.actbelongcommit.org.au

Driving Safety

If you wish to drive in Australia, you must hold a valid international driving permit accompanied by the driver license issued in the country you live in.

Australians drive on the left side of two-way roads. Ask passengers to remind you of this every time you set off and when you are turning at an intersection. You should always use pedestrian crossings where possible and remember to look right, then left and then right again when you are walking across the street.

All drivers and passengers in the car must also wear seatbelts. Children under age 7 must be in a child restraint appropriate for the child's size and weight. Speed limits are strictly enforced in Australia. The speed limit is the maximum speed permitted on that road and you must not drive above the speed limit at any time. Some roads do not have visible speed limit signs, but speed limits still apply. You should be especially careful in residential areas and in school zones.



Driving under the influence of drugs or alcohol is dangerous and Australia has very serious penalties if you are caught doing so. In Australia, you are not permitted to drive a car if your blood alcohol level is 0.05 per cent or higher. If you hold a probationary or provisional driver's licence, your blood alcohol level must be zero when driving.

Driving after taking drugs that affect your ability to drive is illegal and penalties are severe. You are also not permitted to use a handheld mobile phone while driving. This includes making or receiving calls, texting, playing games or browsing the web. Penalties are also severe for this type of activity.

Driving in rural and remote areas requires special driving skills and awareness of different road conditions. Make sure your vehicle is in good condition and that it has been recently serviced. Always carry a spare tyre, tools and extra water. If you are travelling to remote areas off major highways, make sure you have plenty of fuel as well as food and water. There are often long distances between towns and facilities so it's important that you plan your trip before setting off.

If you are planning to travel to remote areas that are not on major highways, inform family or friends of your intended route and expected arrival time (ETA). You may also consider hiring emergency communications equipment like a satellite phone or an Emergency Position Indicating Radio Beacon (EPRIB) device.

For more information visit www.transport.wa.gov.au

Speed Cameras

Speeding greater than the limits or the prevailing conditions contributes to an average of around 60 people of fatal police-attended crashes on Western Australian roads each year. Slowing down is the single most effective and immediate way to reduce these statistics. If we all slowed down, our chances of crashing, being killed or seriously injured on the road, would dramatically decrease. Therefore, Western Australia has speed enforcement and penalties for those that go over the speed limit.

If you are caught speeding in the zone, you will receive at least one infringement. However, a decision on enforcement will be made by WA Police based on the nature of the speeding offence.

For more information please visit www.rsc.wa.gov.au



Hazardous Sign Examples

