AUSTRALIA INTERNATIONAL CONSTRUCTION COLLEGE

International Student Handbook

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Australia International Construction College ABN: 48 646 103 782

RTO ID: 46035 CRICOS Provider No. 04150J

Suite 401 11-15 Deane St, BURWOOD NSW 2134, Australia

Student Support: info@aicc.edu.au

General Inquiries: info@aicc.edu.au

Website: https://www.aicc.edu.au/

ABOUT THIS STUDENT HANDBOOK

All Australia International Construction Australia (AICC) International students will have access to a copy of this handbook. The handbook contains some guidelines on what is expected in the way of behavior whilst undertaking training and assessment with AICC. It also includes important information about your rights and obligations. Students are expected to abide by its direction and intent. Please check if the version you have is the most current version. The version is located at the footer of each page. Check with Student Services to ensure that you have the current version.

AICC welcomes any feedback or comments about this Student Handbook.

DISCLAIMER

AICC attempts to ensure all information distributed to students is up to date, but sections may be amended without notice. Any person acting on information contained should first check with the Institute to ascertain whether the relevant information is updated. The Institute, its agents, and staff will not be liable for any damage or loss caused directly or indirectly from the possession, publication, or use of the information contained. It is provided in good faith without express or implied warranty. The references to legal services are for information only and do not constitute legal advice.

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Introduction

Welcome

Welcome to AICC! This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.

About us

At AICC, we don't just educate—we empower individuals to shape the future of the global building and construction industry. Anchored in Australia and guided by innovation, AICC is your gateway to a world-class education in building and construction.

Why AICC?

1. Accredited Excellence

AICC is both a CRICOS provider and an RTO approved by ASQA, delivering top-tier vocational education that meets rigorous international standards.

2. Real-World Industry Integration

Through our strong industry ties, we bridge the gap between learning and practice by providing internships with leading building and construction firms. Gain hands-on experience and get job ready.

3. Experienced Leadership

Our dedicated management team ensures an enriching educational experience, fostering both professional and personal growth.

4. Cutting-Edge Facilities

Located in Burwood and Auburn, our campuses feature state-of-the-art classrooms and practical workshops, designed to simulate real-world construction environments. You'll train with modern tools and materials to develop the skills employers value most.

5. Expertise-Driven Faculty

Learn from industry veterans with over 15 years of experience. Our trainers & assessors are not just teachers— they are mentors who bring invaluable insights into the classroom.

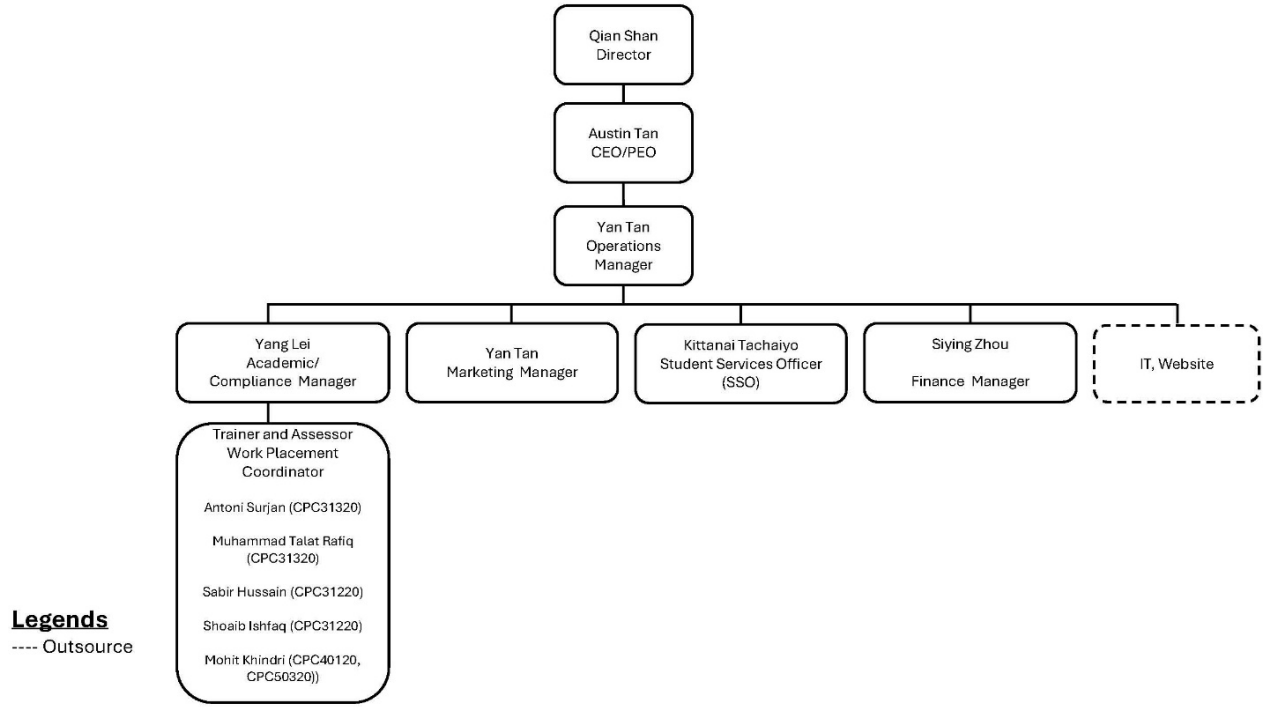
6. A Welcoming Global Community

At AICC, we celebrate diversity and inclusivity. Our rich cultural environment fosters mutual respect and collaboration, making it a home for students from all backgrounds.

7. Commitment to Your Success

Our mission is to equip students with theoretical knowledge and technical skills to succeed in a competitive global market. No matter where you come from, AICC is committed to helping you build a brighter future. Together, we'll build not just structures but futures that stand the test of time.

Our Staff



Our obligation to you

As a Registered Training Organization (RTO) and CRICOS Education Provider regulated by the Australian Skills Quality Authority (ASQA), we are committed to delivering high-quality, nationally recognized training and assessment. We operate in compliance with the **Standards for RTOs 2015** under the VET Quality Framework, the **Education Services for Overseas Students Act 2000**, and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).**

Excellence in Compliance and Quality

At AICC, we believe in doing things right and doing them well. Our commitment to compliance and excellence is reflected in the robust policies, procedures, and systems we have developed to meet and exceed regulatory standards.

As part of our responsibility:

- We oversee the quality and integrity of work performed by third parties, including training partners, education agents, and sales or marketing providers.
- We actively engage with ASQA through external audits and ensure we are fully transparent and accountable.
- We work closely with industry partners to continually review and enhance our training

programs, staying ahead of industry standards.

Continuous Improvement

We reject complacency and prioritize continuous growth. Feedback from students, staff, and stakeholders is invaluable to us, and we encourage you to share your insights through our **Continuous Improvement Form.** This ongoing feedback, combined with our rigorous self-assurance and assessment processes, drives our commitment to delivering the best outcomes for our learners.

Certification and Accountability

Upon successful completion of your program, we will provide you with your **Australian Qualification Framework (AQF)** certification documents, certifying your competence.

If, at any point, you feel we are not meeting our obligations, you have the right to voice your concerns. Please refer to the **Complaints and Appeals** section of this handbook for detailed guidance on resolving issues.

At AICC, your success and satisfaction are our priorities, and we remain steadfast in our mission to support your educational journey with integrity and dedication.

AICC Contact Information

- Australia International Construction College
- ABN: 48 646 103 782
- RTO ID: 46035 CRICOS Provider No. 04150J

Our contact details

- Main telephone number: +61 02 8542 0459
- CEO/PEO Mobile number: +61 433 027 749
- Student Support: info@aicc.edu.au
- General Inquiries: info@aicc.edu.au
- Website: https://www.aicc.edu.au/

Student support contact details

- 000 Available 24/7 for emergency situations
- CEO/PEO Mobile number: +61 433 027 749
- Administration & Student Support Officers: Contact on +61 02 8542 0459, via the main contact telephone number.

If you have a problem, or you just feel like you need someone to talk to, let us know. If, at any time, you have a problem or require support, please see our Reception Desk as the first point of contact so that we can find the best person to help you.

Student services:

- - If you have general enquiries
- - To notify change of your address
- - If you require first aid while on campus

- - Enquires on your qualification / certificate issuance
- - To apply deferment and suspension
- - To receive student ID
- - Payment related question
- - If you have any complaints or grievances
- - Or if you do not know whom to ask

Academic support:

- - If you have inquired related to your course and units
- - Inquires about your class, timetable or change of class
- - If you miss your classes or need academic support
- - Course progress enquires
- - Reassessment and resubmission enquire

Trainer and assessor

- - Any assessment related queries
- - Feedback on your assessment
- - Attendance enquiries
- - Late submission for current subject / units

Our location

We are located at:

Suite 401 11-15 Deane St, BURWOOD NSW 2134,

Australia Practical Workshop:

34 Raglan Street Auburn, New South Wales 2144

Your Rights and Responsibilities

For the latest information about relevant legislation please visit *www.austlii.edu.au* and/or *www.legislation.nsw.gov.au*

Privacy and Personal Information Protection

When you enroll at AICC, the personal information you provide is protected under the *Privacy and Personal Information Protection Act 1998* and the *Privacy Act 1988*. These Acts impose obligations regarding the collection, storage, use and disclosure of your personal information.

AICC will use your personal information for the purpose of general participant administration, planning and communication. In addition, your personal information may be provided to governmental agencies in the Australian Training sector. AICC will not knowingly provide personal information to third parties for commercial purposes.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections if necessary. We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. The information we ask you to provide will only be that which is necessary for the purposes of your course enrollment, learning and study records.

Information is collected during your enrolment to meet our obligations under the *ESOS Act* 2000 and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. The Department of Education and Training is also a government department to which the college is obliged to disclose certain information. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. In other instances, information collected can be disclosed without your consent where authorized or required by law.

AICC will retain all student records for at least 2 years after an overseas student ceases to be an enrolled student at AICC under the National Code 2018.

AICC will retain records of qualifications and statements of attainment issued for 30 years.

AICC ensures that current and past students are able to access records of their achievements. All students who have provided a verified USI, and whose results have been reported into the national VET provider collection, will be able to access their records through the USI system.

See Appendix C for a mandatory declaration related to collection and supply of data and information to NCVER.

To learn more please refer to the Privacy Act and National Privacy Principles (2001)

Australia International Construction College Personal Information Collection

The term "personal information" has the meaning given to it in the *Privacy Act*. In general terms, it is any information that can be used to identify an individual whether the information is true. If the information we collect identifies a student, or their identity can be reasonably ascertained from it, the information will be considered personal information. AICC recognizes the importance of protecting individual's privacy and personal information.

AICC is bound by the Australian Privacy Principles (APPs) in the *Privacy Act 1988* (Cth) (the Privacy Act), *Student Identifiers Act* 2014. These Acts regulate how we can collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information. We respect student rights to privacy under the Privacy Act, and we comply with all the Privacy Act's requirements in respect of the collection and management of your personal information.

The type of personal information we may collect includes, but is not limited to:

- name;
- mailing and/or street address;
- contact details;
- age and/or birth date;
- sensitive information as defined by the Privacy Act (such as information about your country of birth); and
- city or town of birth.

When collecting student's personal information, we may collect it in different ways including, but not limited to:

- from various forms input such as enrolment application and orientation acknowledgement forms.
- via phone, online, digitally, correspondence, and in person.
- directly from a student and / or during a conversation with a student; and
- government agencies; law enforcement, other educational institutes, educational agents and others legal and appropriate methods and other service providers.

For AICC Privacy Notice and Policy, please refer to your Enrolment Form, Offer Letter, Student Agreement and Privacy Policy documents.

National VET Provider Collection Data Requirements Policy

The Industry and Skills Council of Ministers has updated Section 4 of the June 2013 National VET Provider Collection Data Requirements Policy as follows:

Freedom of Information (FOI) — Your rights to access documentation

The *Freedom of Information Act* gives you the right to access documents held by Australia International Construction College (as well as most government agencies). Under the Act, you are also able to ensure that records held concerning your personal affairs are not incomplete, missing, out-of-date or misleading.

If you want to access documents held by AICC, you do not have to explain why you want access. To request access to documents, you will make a request in writing to the Academic Manager. You can only ask to see documents which may contain the information you are seeking.

You cannot ask for an answer to a specific question or ask for a document to be created specially to meet your request. To learn more please refer to the *Freedom of Information Act 1989*.

Work, Health and Safety

AICC has a duty to ensure the health, safety and welfare of all employees, students and visitors. At enrolment you will be informed of any course requirement that you provide and wear protective

clothing and equipment. During an orientation session on your first attendance, you will be given information on what to do in case of an emergency or if you are injured and require first aid. You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible. You are also required to take responsibility for your own health and safety and that of the equipment provided to you.

If your course leads to a career with specific WH&S requirements, these will be taught as part of the curriculum.

Minimum Mandatory Content Privacy notice

Under the *Data Provision Requirements 2020*, AICC is required by law to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on our enrolment form) may be used or disclosed by AICC for statistical, administrative, regulatory and research purposes. AICC may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorized agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes: populating authenticated VET transcripts; facilitating statistics and research relating to education, including surveys and data linkage; pre-populating RTO student enrolment forms; understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent, third party contractor or other authorized agencies. Please note you may opt out of the survey at the time of being contacted.

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

For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy

Please note: This Privacy Notice is to be given to students in addition to the RTO's Privacy Policy

Using & Destroying Personal Information

We collect personal information about a student so that we can perform our functions and activities and provide the best possible quality of customer service.

We collect, hold, use and disclose our student personal information to:

- correctly identify them.
- process services such as verifying a USI or applying for USI on behalf of students; and
- comply with any Australian law and regulations.

No personal information will be released unless the law permits it or the relevant individual permission is granted. We take reasonable steps to ensure student personal information is protected from misuse and loss and from unauthorized access, modification or disclosure. AICC cannot guarantee:

- the security of transmission of information individual communicates to us;
- the information a student supplies will not be intercepted while being transmitted over the internet; and/or
- any personal information or other information which individuals send to us is transmitted at their own risk.

Where our website contains links to other websites operated by third parties, we cannot guarantee the privacy practices of any third-party website, and we are not responsible for the privacy policies or the content of any third-party website. Third party websites are responsible for informing individuals about their privacy practices. Students are strongly advised to examine each website's privacy policy thoroughly.

In accordance with Section 11 of the *Student Identifiers Act 2014 Cth* (SI Act), we will securely destroy students personal information which we collect from a student is solely for the purpose of applying for a USI on student's behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about student that we provide to the Registrar, including your identity information, is protected by the *Privacy Act 1988 Cth*. The collection use and disclosure of your USI are protected by the *SI Act*.

Updating and Accessing Personal Information

Students have a right to access their own personal information including attendance records, results, and course progress at any time. All the information will be made available for students' access through the student management portal RTOmanager, and the login detail for RTOmanager will be given at the orientation day. To request for a formal confirmation letter or related documents from the college, students may fill in a "document request form" at the campus reception.

Students have an obligation to inform the college of any changes in contact details or other personal information. Students may make a request by filling a 'change of detail form' or directly modify their personal details on RTOmanager using their login details. If you believe that your personal information is incorrect, please discuss it with our administration team.

Your Enrolment Obligations

Students are responsible for abiding our enrolment conditions. This includes:

- Keeping a copy of all documents issued by AICC
- Keeping your contact details and information updated in the database
- Planning your enrolment according to the schedule and rules of your course. It is expected that the student fully understands and obtains advice from admissions on credit and prior learning recognition.
- Pay the tuition fee on time according to the schedule provided on offer letter.
- Abiding to the Visa requirement in relation to enrolment on a course for international students

Studying with AICC:

Visas and conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself.

More information about how to apply for a visa can be accessed here:
https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

Satisfy course attendance (80%) and/or course progress requirements and maintain a valid enrolment for your course.

Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).

- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

What is a USI and why do I need one?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit https://www.usi.gov.au/.

For information on exemptions visit: https://www.usi.gov.au/exemptions

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

Education agents

AICC uses education agents to assist us in recruiting students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: https://www.aicc.edu.au/

RPL and credit transfer

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit apply for a credit transfer, but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognized training can be formally recognized. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL, and this can be viewed in the ***Fees and Refunds*** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

Course orientation

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources are available on our campus.

- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.

- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session
- Assistance in creating your USI if you have not done so already.

What can I expect during training and assessment?

Vocational training and assessment are all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field depending on your course, there may be work placement training and assessment components. You are required to undertake a range of assessments. Activities depending on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of Satisfactory results for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

Courses are made up of units of competency. Each Unit may require students to undertake one or more assessment tasks. Assessments for each unit will be accessible on Moodle system. Assessment tasks may be practical tasks, written questionnaires, presentations (or role play), group activities, observations of your performance, projects, or other tasks appropriate to determine your Competency in the Unit.

Students must complete all assessment tasks by the due dates advised by the Trainer-Assessor/Administrator.

ASSESSMENT RECORDS

All assessment results are stored electronically (and as a hard copy when submitted as such) for 6 months after course completion. A copy of the qualifications, transcript and statements of attainment issued is kept electronically for 30 years. Access to your records is available on request.

ASSESSMENT PRE-REQUISITES

To undertake the assessment tasks, students will need to be capable of an independent level of written and spoken English and to present their work word-processed/typed.

ASSESSMENT LODGEMENT

Written Assessments are to be lodged in hard copy to Trainers/Administration by the due date. A soft copy must also be uploaded to Moodle via a specified link on the date hard copies are lodged. Students must ensure that assessments are complete, and follow the requirements set out in the assessment tasks provided. Full details and instructions for all assessments are provided in Assessment materials via the Moodle platform.

MARKING

Written assessments will be marked within 10 working days

Results (after resubmissions and quality checking) will be posted to RTOManager within 30 days of the assessment submission date. Practical assessments will be conducted on site and results will be available after the assessment. For detail marking and grading rules, please see The Grading System section below.

INVALID ASSESSMENT(S) DUE TO MISCONDUCT, IRREGULARITIES OR PLAGIARISM

AICC assessment procedures and standards aim to give participants comparable opportunities to demonstrate their abilities. To promote this objective, we reserve the right to nullify any assessment when, in our judgment, an irregularity occurs, or there is an apparent discrepancy in or falsification of an assessment taker's identification; a test taker engages in misconduct or plagiarism, or the scores are believed to be invalid for any other reason.

When AICC nullifies an assessment that has already been reported, the participant will be informed that the assessment has been nullified. AICC also reserves the right to Suspend or cancel the student's enrolment and report the student to DHA.

Assessment Irregularities

This refers to events that affect the administration of an assessment. When assessment irregularities occur, they may affect an individual or group of students. Such irregularities include, but are not limited to:

- Administrative errors (such as improper timing, improper seating, defective materials, or defective equipment, and unauthorized participation in assessment by a student);
- Improper or inadvertent access to or disclosure of assessment content involving individuals who cannot be identified; and
- Disruptions of assessment (such as natural disasters, emergencies or other incidents).

If an assessment irregularity occurs, AICC may invalidate the assessment, or may cancel or withhold assessment results. Subject to AICC policy and procedures, we give affected students/s the opportunity to take the assessment again or complete an alternative assessment activity.

THE GRADING SYSTEM

Our grading format is Competency Based Assessment. VET assessment is based on national benchmarks, called competency standards, for the occupation or industry in which an individual is training. VET assessment is not graded, and marks and percentages are not used. Each unit is comprised of one or more assessment tasks. There are two ways you could be marked for an assessment task: Satisfactory' (S) or 'Not Yet Satisfactory' (NYS). A student then receives one of two overall results following completion of ALL assessments for a unit - 'COMPETENT' or 'NOT COMPETENT'. To receive a

'Competent' grade for a unit, students must achieve a 'satisfactory 'result for each assessment task in a unit.

Satisfactory Result
If the student demonstrates competence in a particular assessment task, the Assessor will ensure that enough evidence is held to support the assessment decision and students can access their result via Moodle and RTOManager.

Not Satisfactory Result
Where a student submits an assessment/participates in an observation/assessment event and the Assessor is not satisfied that they are able to satisfy the assessment requirements for the task, students will receive a result of 'Not Yet Satisfactory'. The Assessor will/may:

- Provide feedback to the student on the parts of the assessment that require more evidence knowledge/skill/ability
- Ask competency questions in a face-to-face meeting
- Advise students that they are required to re-submit assessments for the part(s) of the assessment task that require more evidence, and that they have two additional opportunities to re-submit.

Feedback will be provided on Moodle, face to face or email. Students may use the college's grievance procedures to appeal an assessment decision.

COMPETENT
A successful result in VET assessment is recorded as 'Competent' rather than as a 'pass' and indicates that the student has achieved an appropriate standard of work to be employed in the occupation. Students will need to achieve a Satisfactory Result for all tasks in a unit to be deemed Competent for that unit. This is indicated on the transcript as 'C'.

NOT COMPETENT
Where a student fails to satisfactorily complete all assessment tasks, he or she will be given an 'Not Yet Competent' grade. This is indicated in the transcript as 'NYC'.

Disruptions of assessment (such as natural disasters, emergencies or other incidents).

Reassessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and within the allowed time, then you will be required to pay an additional cost for re-assessment as outlined in the ***Fees and Refunds*** information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the ***Fees and Refunds*** section for more information.

We can't guarantee that you will be awarded your qualifications as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

Support and welfare

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us

know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- Support with personal issues
- Social events
- Buddy program
- Information about external sources of support.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services, but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organization and assist you in accessing services from them.

Some support services are listed in our ***Important information about Australia*** section of this handbook – but it's best to come and speak to the Administration and Student Services Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

Academic Support

We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We offer the following academic support for students:

- Weekly free academic support sessions – see your timetable for details: A trainer will be available to provide support or additional tutoring to learners. These sessions can also be used for students to practice assessment tasks or participate in additional assessments which they may have missed during normal scheduled class time. Students do not have to book for these academic support sessions.
- Access to additional learning resources
- Reasonable adjustment in assessment
- One-to-one support from the trainer/assessor if required

Issuing certificates

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 20 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 20 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one and assist you to do so at the time of orientation if you have not created one prior to this.

In summary, AICC will pursue to the best of our ability to issue SOA and/or certificate within 20 days of a student's course completion to who:

- has finished the whole qualification and/or been assessed as competent for at least one unit of competency.
- does not have any outstanding fees;
- provided a USI or consent to the college to apply for USI on their behalf;
- satisfied any additional summative assessment requirements related to quality management and confirmation of competence

Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualifications, we can re-issue these to you for an additional charge. Refer to our ***Fees and Refunds*** section for more information.

Feedback

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with our continuous improvement policy. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or if you have

feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

If your details change…

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

What's required of me as a student?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at: https://www.studyinaustralia.gov.au/english/australian- education/education-system/esos-act

We look forward to welcoming you as a new student and wish you the best of luck in your studies and your time spent here in Australia!

How can I apply?

The application process is outlined in the diagram below:

Complete and send your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your passport, previous schooling and English testing results.

When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, we will arrange an interview with you. Your interview may be in person (if you are in Australia) or via phone or Skype.

Your application will then be processed and if you are successful you will be issued with a Offer Letter and Student Agreement. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before reapplying.

Carefully review your Offer Letter and Student Agreement and make sure your course fees, duration and payment plan are correctly stated. Read through all of the included policies and procedures and if you are in agreement, sign and return to us and we will then issue you with an invoice.

Once we have received your first payment, you will be issued with an electronic Confirmation of Enrolment (COE). Use this document to apply for your visa with the Department of Home Affairs. Once your visa is granted, make sure you arrive in Australia in time for your first class and orientation session.

Policies and processes

Fees and refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course in the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We protect your fees at all times by:

- Maintaining a sufficient amount in our account so we are able to repay all tuition fees already paid.
- Through our membership of the Tuition Protection Scheme (TPS). The role of TPS is to assist international students where we are unable to fully deliver their course of study. TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees.
- Not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure. Additional fees that may apply in addition to tuition and non-tuition fees include:

Item	Additional fees that may apply	Amount of $AUD
1	Re-issuance of COE	$AUD 50
2	Re-issuance of Certificates, Statement of Attainments	$AUD 100 per Document
3	Re-issuance of Transcript (Record of Results)	$AUD 25
4	Copies of existing record of student- e.g., COE	$AUD 10 per page
5	Recognition of Prior Learning (RPL) Fee	Application fee of $250 Unit fee $500
6	Credit transfer fee	Nil
7	Student Identification Card Replacement	$AUD 30
8	A late payment fee applies to students with delayed payments for their tuition fees	$AUD 100 per week for each week the payment for course fees is delayed
9	Overseas Bank Transfer Fee	$AUD 30

10	Reassessment fee (Late Submission/Unit)	$AUD 50
11	Unit Re-sit Fees (for a student to re-sit a whole unit of competency/ module.)	$AUD 300*
12	Photocopy fee	$AUD 5 per page
13	Change of course - post commencement	$AUD 300*
14	Fees for accessing your student records.	$AUD 25
15	Transfer once at no cost. Subsequent transfers will incur an administration fee	$AUD 200
16	Refund request processing fee	$200
17	Deferral fee	$200
18	Withdrawal fee	$200

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, your access to certain student services and facilities may be suspended until you are up to date with any overdue amount. A first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following the cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

Refunds

Please carefully read the following information about refunds. Please carefully read the following information about refunds. This applies whether you paid the fees, or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except when we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to completion the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organization who paid the course fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

International student refunds

In addition to the above circumstances, refunds apply as follows:

Circumstance	Refund due
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 70% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Visa cancellation where an international student, currently in Australia, has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions; or has their student visa extension application refused by the Department of Home Affairs (DHA) after the commencement of their studies, for not meeting visa requirements.	No refund of course fees paid to date
The student has supplied incorrect or incomplete information causing RTO to	No refund. Fees for full study period (term) to be

Circumstance	Refund due
withdraw the offer of the course prior to commencement.	paid.
The student is refused a visa because they did not pay at the start of their course at the agreed location on the agreed starting day or they withdrew from their course with AICC, or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The total amount of course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of $500.
Student wishing to transfer to another date or course	Transfer once at no cost. Subsequent transfers will incur an administration fee of $200.
Students have overpaid & have documentation to support overpayment	Full refund of all overpaid monies
Circumstance	Refund due
AICC cancels courses before commencement (including closure of AICC)	Full refund of all fees
AICC cancels course following commencement (including closure of AICC)	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
AICC has not provided a Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).

Complaints and appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or

want to appeal to a decision we have made. We take your complaints and appeal seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of AICC, as well as any third party that provides services on our behalf such as education agents.

Complaints can be made in relation to any aspect of our services.

Appeals can be made in respect of any decision made by RTO. An appeal is a request for AICC's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you could access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outline the information that should be provided and can be accessed from reception.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint, or appeal will be acknowledged in writing within 3 working days of receipt. We will review your complaint, or the appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalized as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, AICC will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided for progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing, and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report to you.

Additionally, If the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has

supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehavior, this will not take effect until after the outcome of the internal appeals process.

Complaints and Appeals - Independent external parties

Overseas Students Ombudsman (OSO)

Where the internal process has failed to resolve the complaint or appeal, you will be able to take

your case to the Overseas Students Ombudsman (OSO).

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the AICC
- incorrect advice given by an education agent.
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student

Agreement. More information can be found at:

https://www.ombudsman.gov.au/complaints/international-student-complaints

You can access this service at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full of the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on OSO's decision.

Complaints can also be made to the organizations indicated below:

National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone**:** 13 38 73, Monday–Friday, 8am to 6pm

nationally Email: ntch@education.gov.au

Website: https://www.dewr.gov.au/national-training-complaints-hotline

Australian Skills Quality Authority (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses

information from all complaints as intelligence to inform regulatory activities. More information can be found at:

https://www.asqa.gov.au/about/complaints/complaints-about-training-providers

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's

Consumer Protection laws do not circumscribe an individual's rights to pursue other legal remedies.

NSW Office of Fair Trading

In relation to consumer related issues, the person may refer their complaint to the NSW Office of Fair Trading. website; https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals/changes- to- property-and-stock-agents-laws/students-and-registered-training-organisations

Complaints about Privacy:

In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the website; https://www.oaic.gov.au/privacy/privacy-complaints

Compassionate or Compelling circumstances

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units forwhich they are eligible to enroll.

Attendance Monitoring

Students are expected to attend their scheduled classes, lectures, and online learning sessions provided at Orientation to ensure that they are appropriately exposed to course content and hence successfully

complete the courses they enrolled in. AICC maintains accurate records of attendance for students in a systematic way.

Attendance is monitored regularly and may be used as a factor when identifying students at risk of not meeting course progress requirements.

AICC monitors the attendance as follows:

a) The Administration manager reviews each student's attendance on the student
b) management system based on the diagram below.
c) Review attendance summary every 3 weeks, and students failing to meet the attendance requirements are identified.
d) The Student Services team of the College is responsible for monitoring student attendance during the term. AICC expects the students to attend a minimum of 80 percent of their scheduled classes. during the attendance review, if a student is found to have poor attendance and low level of class participation as indicated by the trainer and assessor, a warning letter will be sent to students by Academic Manager requesting them to contact the college to find out the reasons so that AICC can provide necessary support/intervention (if required) and ensure that timely actions are taken to improve the overall course performance.
e) Monitor attendance and further review in conjunction with academic progress at the end of each compulsory study period (13 weeks)
    - If a student does not satisfy the course's progress expectation, they will receive an academic warning letter according to our Monitoring Course Progress of students Policy.
    - If a student did meet the course progress expectation, an interview will be scheduled with students to adjust the duration of the course to the minimum duration required given the student's existing skills and knowledge.

Course progress and monitoring

In order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected
- satisfactorily complete all your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you complete all your assessments and actively participate in learning.

Your attendance will be recorded at the start and end of each class you attend, and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent, we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

An exception may be made where you attend at least 70% of the course contact hours and are

maintaining satisfactory progress.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to

attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the

Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, our CEO/PEO will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress if:

- the internal and external complaints processes have been completed, and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process: or
- you withdraw from the internal or external appeals processes by notifying us in

writing. Please note that extensions to your course duration specified on the CoE will

be allowed if: you

- Can provide evidence of compassionate or compelling circumstances.
- Where you are participating in or about to participate in an intervention strategy because you are at risk of

  not meeting course progress or attendance requirements.

Critical Incidents

AICC is committed to maintaining a safe and supportive environment for staff and students. The Critical Incident policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at the College. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

AICC has a detailed policy and procedure to appropriately address any incident with assigned tasks and responsibilities, which depending on the nature of the critical incident, may involve organizing debriefing, counselling and follow-up.

You may access the complete policy and procedure on our website

Deferring your course

AICC allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to six months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances

If your request is approved, you will receive a new Student Agreement including a revised start date. It is important to check the impact on your visa by contacting the Department of Home Affairs. Students will be given a new CoE with the new enrolment details upon the tuition fees for the deferred term and fees

for the deferment application been paid in full prior to the deferment. The tuition fees will be credited towards the term that students re- commence.

Suspending your course

AICC allows you to suspend your course. This means that although you have commenced your studies you will be able to take leave from your studies of up to six months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances. If your request is approved, you will receive a new Student Agreement including a revised study plan. It is important to check the impact on your visa by contacting the Department of Home Affairs directly or with assistance from a qualified migration agent. A leave of absence will not be approved if any payment is overdue and remains unpaid. In case where the suspension resulted in unused tuition, it will be used as credit towards your final term tuition after you resume your course.

Transferring courses

If you wish to transfer to another RTO or university within the first six months of your main course of study, you will need to apply for release from RTO. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form - see the section on deferral, suspension and cancellation).

For your application, the RTO or university you with to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the CRICOS course and institution search.

AICC will approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy.
- you can prove that you need the transfer because of compassionate or compelling circumstances.
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by AICC, or by an education or migration agent, regarding the AICC or the course, and the course is therefore unsuitable.

AICC will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances.
- You cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress.

- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

How to apply

If you wish to apply to transfer to another registered provider prior to completing six months of your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

Appealing the decision

If your application is unsuccessful, you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalize the refusal until the appeal process is complete and either finds it in our favor or until the 20-working day period in which you can access the complaints, and appeals process has passed.

Transferring courses with AICC

AICC offers students the options to transfer to other courses within AICC.

AICC will approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not

met. AICC will not approve your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to support services that have not yet been provided or offered to you.
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- you have unpaid course fees for the current study period.

How to apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

Appealing the decision

If your application for internal transfer is unsuccessful you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Discontinuing your studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

Suspending or cancelling your enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehavior (i.e. not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal against the decision within 20 working days of receipt of the decision.

We will report to you until the internal appeal process is complete unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.

Privacy and access to records

Why we collect your personal information

As a registered training organization (RTO), we collect your personal information so we can process and manage your enrolment on a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Ltd (NCVER). The NCVER is responsible for collecting, managing, analyzing and communicating research and statistics about the Australian VET sector.

We are also authorized by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law,

including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorized to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organizations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer
- information.

The NCVER may also disclose personal information to people engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.
For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at https://www.dewr.gov.au/national-vet-data.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DESE is authorized by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorized agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact AICC to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this for

you.

Student code of conduct

The following information outlines what's expected of you.

Your responsibilities

Policies and procedures

You are expected to:

- read and follow our policies as documented in this handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and assessment

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all the homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

Classroom conduct

You are expected to:

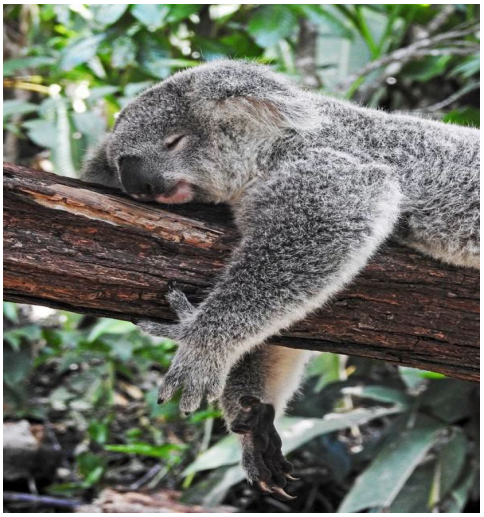
- arrive on time for your class. If you are late or absent due to unforeseen circumstances, you must either inform the trainer and assessor and academic manager via phone call, text messages or/and email.
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

Respect and ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind

- resolve any conflicts calmly
- respect ours and other people's property.



Your rights

Policies and procedures

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you.
- have the opportunity to provide feedback on the services received.

Learning and assessment

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission.
- receive feedback on assessments where the result is not satisfactory.

Classroom conduct

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

Respect and ethics

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- interact with others in a collaborative, professional manner
- Respect for yourself and your property.

Important information about Australia

Living and studying in Australia

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with

lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and nightlife. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.

This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website:
https://www.studyinaustralia.gov.au/

Cost of living

Sydney is an expensive city to live in, but you can find good quality and affordable accommodation in the CBD and in the suburbs. More information, please use the online calculator; on the Study Australia website: https://costofliving.studyaustralia.gov.au/

Accommodation

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit https://www.studyinaustralia.gov.au/English/Live-in- Australia/Accommodation

You can also visit any of the following websites to search

specific accommodation:

https://www.realestate.com.au/share

http://australianstudentaccommodation.com.au

https://flatmates.com.au/student-accommodation

Please speak to us if you are having any trouble organizing accommod

Australia has great public transport options including trains, buses, taxis and other ride share options like Uber. Australia also has many cycling and walking paths, and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

Health and safety

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. The Australian Government has a lot of useful information on the website; https://www.s and tudiesinaustralia.com/

Make sure you read the information provided at the link on the following topics:

- Emergencies; https://www.studyaustralia.gov.au/english/live/health-and-safety/emergencies#:~:text=Wherever%20you%20are%20in%20Australia,Police
- Personal safety; https://www.studyaustralia.gov.au/english/live/health-and-safety/health-and-safety
- Transport; https://www.studyaustralia.gov.au/english/live/health-and-safety/transport- and- personal/transport-personal-safety
- Swim and sun safety; https://www.studyaustralia.gov.au/english/live/health-and-safety/sun-and- water/sun-and-water-safety
- Driving; https://www.studiesinaustralia.com/Blog/about-australia/driving-in-australia-as-an-international- student#:~:text=Licensing,it%20is%20current%20and%20valid.

Working on a student visa

Student visa holders can work up to 40 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employee rights visit: https://www.studyinaustralia.gov.au/English/Live-in- Australia/work

For more information about your employment rights when working in Australia visit; https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students Students requiring assistance with issues at work including payments and conditions are advised to contact the Fair Work Ombudsman: https://services.fairwork.gov.au/get-help

Overseas Student Health Cover (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance

Emergency services:

Dial 000 and advise whether you require:

- police
- fire
- ambulance.

Police station

The nearest police station is Burwood Police Station

Address: 9 Belmore St, Burwood NSW 2134

Hours: Open 24 hours

Phone: (02) 9745 8499

Department of Home Affairs (DHA):

Department of Home Affairs 101

George Street

Parramatta NSW 2150

Medical facilities near campus:

Medical emergencies may also be directed to the emergency departments of the major hospitals. The nearest hospital to the College is Royal Prince Alfred Hospital:

Address: 50 Missenden Rd, Camperdown NSW 2050 Hours:

Open 24 hours Phone: (02) 9744 3330

Local medical centre:

There are many doctors and medical rooms available in the Sydney Central Business District (CBD). Appointments should be made for consultations with doctors. There may be a charge depending on student's Health Insurance.

The closest medical Center is the Burwood Westfield Medical

Centre: Address: 300/100 Burwood Rd, Burwood NSW 2134

Hours: 9:00am - 6:00 pm Phone:

(02) 9660 8145

External Support

Personal and Crisis Support

Free interpreters

If you need an interpreter, you can use the free Translating and Interpreting Service on 131 450. Website; https://www.tisnational.gov.au/

Crisis support

Lifeline 13 11 14

Lifelines provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.

Beyond Blue 1300 22 4636

Beyond Blue provides support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au.

See a range of help lines and websites at https://www.beyondblue.org.au/get-support/national- help-lines-and-websites including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.

Headspace 25 years of age

Phone or visit 1800 650 890, website; https://headspace.org.au/

Support for eating disorders and body image issues

Butterfly foundation; https://butterfly.org.au/

Domestic violence

Students can contact 1800RESPECT; 1800737732.
There is a useful guide for international students on domestic violen
https://overseasstudentsaustralia.com/a-complete-guide-about-dom violence-for- international-students-in-australia/

Sexual violence

Students can contact Full Stop Australia; 1800 385 578 or visit; https://fullstop.org.au/contact-us

Gambling support

The Multicultural Problem Gambling Service (MPGS) for NSW provides free, confidential, and accessible counselling for international students and others

affected by gambling.
MPGS also provides in-language training
workshops and presentations to interested groups (e.g. communities and service providers) on problem gambling and other issues that can impact families (e.g. mental health, relationships).

MPGS is a free service, provided in different languages.

Phone: 1800 856 800 or the Multicultural Problem Gambling Service website;
https://www.gambleaware.nsw.gov.au/

Legal Support Services

The Redfern Legal Centre's international student legal services NSW gives free, confidential legal advice to international students studying in New South Wales. The International Student Legal Service is independent of the College and the government. Contact 02.96985975 or visit the website; https://rlc.org.au/what-we-do/our- services/international- student-legal-service-nsw

You can speak with an experienced solicitor to get free and confidential legal advice about issues including:

- Housing problems
- Employment
- Sexual assault and sexual harassment
- Complaints about colleges or universities
- Fines
- Debts
- Car accidents
- Discrimination
- Family law
- Domestic violence
- Student Visa advice

Disability services

Include a website for relevant disability support group for

relevant state e.g. Disability Services Australia (NSW)
https://www.dsa.org.au

Financial resources

ASIC Money Smart: https://www.moneysmart.gov.au

Access for free advice on financial help and getting back on track with a budget and dealing with debt.

Study Support

English language support

Reading Writing Hotline - 1300 655506

https://www.readingwritinghotline.ed

u.au/

https://www.readwriteandspell.com.au

/

https://www.workskil.com.au/resource-hub/additional-support/reading-and-writing-in-english/

Study Skills

There are a few useful websites that provide study skill support for students.

https://www.open.edu/openlearn/skills-for-study

https://newcomersnetwork.com/australia/information/study-skills-for-newcomers-and-international- students- in-australia/

https://www.idp.com/global/study-in-australia/tips-for-new-

international- students/

https://www.educationcorner.com/study-skills.html

https://www.aussieeducator.org.au/resources/studyskills.html

https://www.readandspell.com/tips-for-adult-learners

Local libraries

You can visit the local library which houses an excellent range of books and multimedia resources relevant to your course:

Local library details are:

- Burwood Library, https://www.burwood.nsw.gov.au/For-Residents/Burwood-Library
- Located at 2 Conder St Burwood. Burwood library is home to a large collection of Chinese and other language resources.

Local cultural and community groups

City of Sydney local council website for What's on in my area?

https://www.sydney.com/

Local social groups

There are a lot of social meet up groups and international student meet up groups you may like to look into; https://www.meetup.com/en-AU/topics/international-students/

NSW Government support for international students

https://www.service.nsw.gov.au/guide/support-international-students

Local prayer and worship rooms

Refer to Google Maps

Childcare and schools

- Study Sydney (NSW) - this website provides information on the services offered in Sydney, NSW and has plenty of information for international students: https://www.study.sydney/live
- Find and Early Childhood Service or School: mychild.gov.au
- My School: www.myschool.edu.au