Student Handbook

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1.0 About Australian Institute of Innovation & Technology

1.1 Mission Statement

Our Vision

Our vision in Australian Institute of Innovation & Technology is to become one of the leading RTOs in the Australian market. In order to progress to our vision, we count on healthy academic environment for staff, trainers and learners, honesty and integrity, hard work, and excellent quality training packages including trainers, facilities and resources.

Our Mission

Our objective is to strive to offer the best training and education programs possible. It is our intent to develop an organisation of quality and integrity that offers our clients nationally endorsed qualifications in a flexible learning environment.

Our Values

At Australian Institute of Innovation & Technology we believe that certain corporate values are the path to success, our values are:

Integrity

Doing the right thing enhances our reputation which adds to your certificate value. In addition, doing the right thing means doing it once and for good, which is more time and cost efficient to our institute.

Quality

Only top quality services and products are offered to our learners. We spend the time, money and effort in order to ensure that our trainers are experienced and skilful trainers, using first quality resources in modern recent facilities.

Learner-oriented approach

In Australian Institute of Innovation & Technology we listen to you and your needs in order to help you achieve your best after the course. Teaching methods can be customised in a fashion that is more efficient with the various groups yet compliant with Australian Institute of Innovation & Technology policies and procedures.

Teamwork

We are strong believers in teamwork where People can present different ideas and techniques in order to come up with the best scenario possible for all stakeholders. We believe that the 'whole' of the organisation is greater than the sum of its parts.

1.2   Our Organisation

Australian Institute of Innovation & Technology is privately owned and operated.

Key Personnel include: PEO, RTO Manager, Trainers/Assessors, Student Support / Welfare Advisor and other Administration Staff.

Students are also supported throughout their study program by institute administrative, academic and welfare staff.

AIIT International Student Support Officer:

If you require support or assistance with you course or aspects of your stay in Australia please contact Brenda Dore, CRICOS Manager or who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons please make an appointment with the student administrator, through reception.

Emergency Telephone Numbers:
Police, Fire, Ambulance – Dial 000

1.3   Australian Institute of Innovation & Technology Details

Physical Address	Level 13 338 Pitt Street Sydney NSW 2000
Postal Address	Level 13 338 Pitt Street Sydney NSW 2000
Phone	+61 2 8046 6255
Facsimile	+61 2 8046 6255
Email	info@aiit.edu.au
Web Site	www.aiit.edu.au

Where are we- Location, Access and Parking!

South West Sydney provides its residents a wide range of accommodation and opportunities for visitors to experience a multi-cultural lifestyle. It is approximate 17 km from the CBD, and Darling Harbour.

Getting there is easy due to the excellent public transport systems – trains, buses and well-constructed roads.
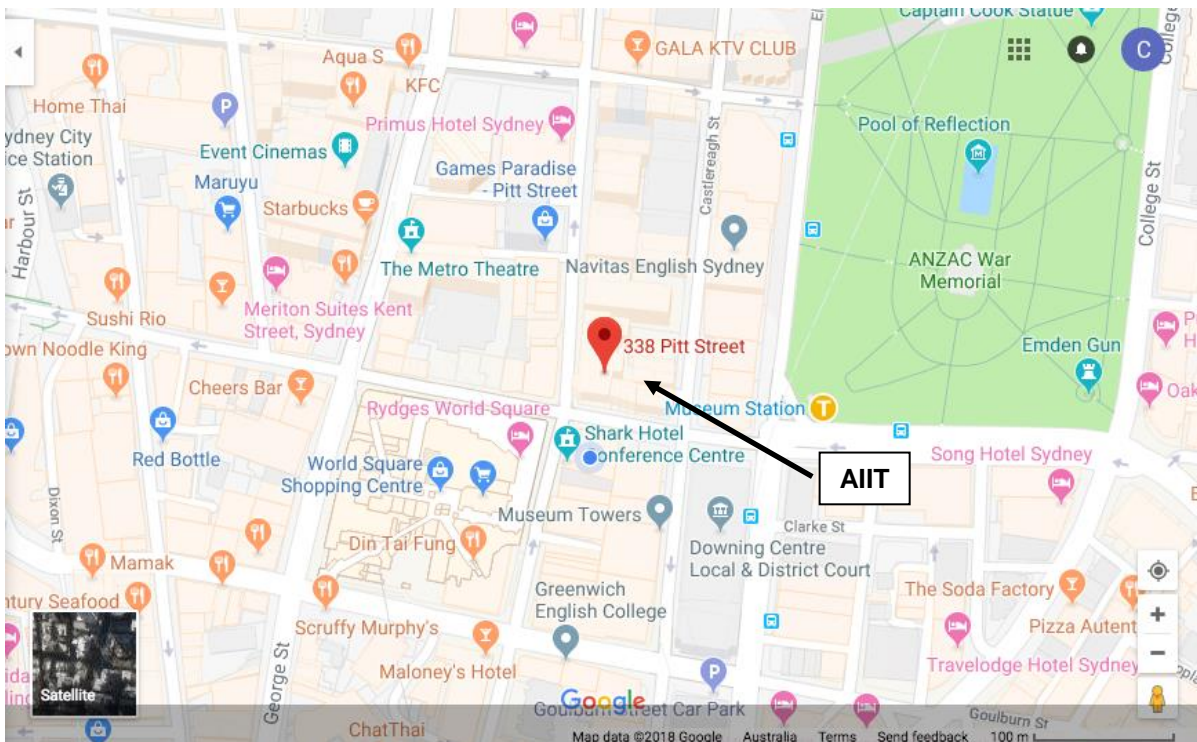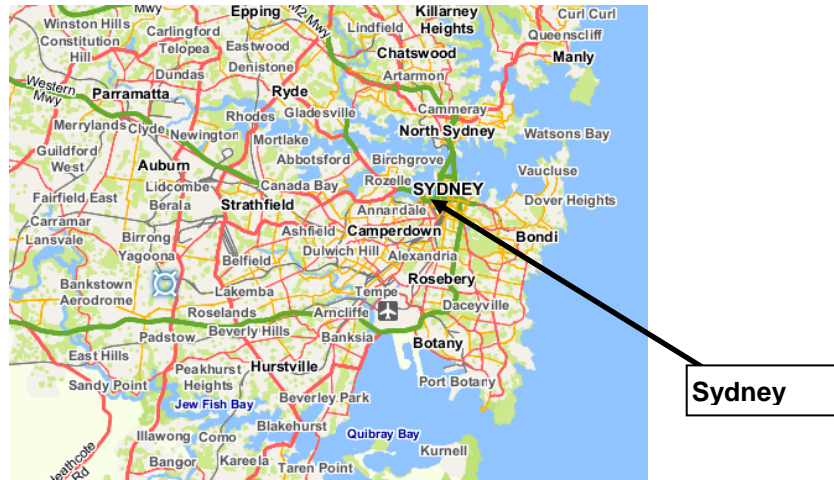
1.4 Australian Institute of Innovation & Technology - Hours of Operation

Monday – Friday   08:00 hours – 21:00 hours

1.5 Campus Services and Facilities

Academic Services

Academic services and advice can be accessed by students in person at the Institute. Our staff will happily provide advices and information about anything from enrolments, student handbooks, available courses and library facilities.

Australian Institute of Innovation & Technology staffs, from management through office administration, and trainers are friendly, experienced and highly educated. They have a deep understanding of industry needs which is beneficial to students in today's economic climate.

Facilities

Australian Institute of Innovation & Technology facilities include a relaxing student lounge, complete with access to tea, coffee and water; and restrooms are available.

Modern, well-equipped air-conditioned training rooms will provide students with an environment conducive to learning and developing the skills and knowledge required to achieve successful outcomes.

Public Holidays & Special Celebrations

Public Holiday
New Year's Day
Australia Day
Good Friday
Easter Saturday
Easter Sunday
Easter Monday
Anzac Day
Queen's Birthday
Labour Day
Christmas Day
Boxing Day
[3]Additonal Day

1.6   Sports & Recreation

Clubs & Organisations

A wide variety of clubs and organisations exist in South West Sydney. Belonging to a club or organisation is a great way to meet new friends. Maybe you would like to consider getting involved in a new sporting activity. The friendly staff in Student Support Services will be happy to help you find a club that could suit you.

Eating Out

There are restaurants to cater for all tastes – Pitt Street is close to Thai Town, China Town and Korea Town and other Asian cuisines such as Indonesian and Japanese, as well as Greek and Italian. Go to http://www.eatability.com.au/au/sydney/   for ideas of where to go either for a quick snack or a dinner party with friends.

Religion & Faith

Because of its cosmopolitan population, Sydney provides an extensive range of options.

Sun Safety

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

- Minimise your time in the sun between 10am and 3pm
- Seek shade
- Wear suitable clothing that provides good sun protection
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
- Wear UV protective sunglasses
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Beach Safety

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

States and Territories

Australia is made up of six states and two territories.

Time Zones

Sydney clocks are set on Australian Eastern Standard Time and are changed for Daylight Savings Time between October and March each year.

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

1.7 LOCAL AND MEDICAL CENTRES

Sydney Medical
 Centre
46 reviews · Medical centre
300.0 m · 580 George Street
(02) 9261 9200

Arys Health Medical Centre
4.2 (16) · Medical centre
350.0 m · 280 Pitt Street
(02) 8188 2299

World Square CBD Medical Centre
2.4 (75) · Medical Center
World Square Shopping Centre
200.0 m · 644 George Street, Shop 9.09c World Square Shopping Centre
(02) 9777 0024
Open · Closes 7PM

Sydney Medical Centre
2.8 (46) · Medical Center
300.0 m · 580 George St
(02) 9261 9200
Open · Closes 7PM

Town Hall Clinic
4.6 (9) · Medical Clinic
900.0 m · 50 York St
(02) 9299 4661
Open · Closes 7:30PM

Sydney Premier Medical & Health Centre
2.4 (107) · Medical Clinic
400.0 m · 309 Pitt St
(02) 8964 8677
Open · Closes 6PM

George Street Medical Centre
3.0 (28) · Medical Clinic
1.3 km · 308 George St
(02) 9231 3211
Open · Closes 5:30PM

MediCentral
3.2 (26) · Medical Center
350.0 m · level 11/501 George St
(02) 8378 6666
Open · Closes 7PM

Healthcare Imaging Services
2.2 (13) · Medical Diagnostic Imaging Center
350.0 m · 580 George St
(02) 9261 9240
Open · Closes 5PM

Sydney CBD Medical Centre & Skin Cancer Clinic
3.1 (57) · Medical Clinic
200.0 m · 242 Castlereagh St
(02) 9268 0133

Open · Closes 6:30PM

Sydney CBD Doctors
No reviews · Medical Clinic
400.0 m · 101/309 Pitt St
(02) 8964 8647
Open · Closes 6PM

Olympus Medical Centre Circular Quay
3.2 (13) · Medical Clinic
1.6 km · 234 George St
(02) 8274 7100
Open · Closes 5PM

Haymarket Medical-Dental Clinic
5.0 (1) · Medical Clinic
240.0 m · 5/650 George St
(02) 9283 2808
Open · Closes 7PM

Sydney Medical Centre Pharmacy
4.0 (4) · Community Health Centre
300.0 m · 580 George Street, Upper Level
(02) 9264 0484
Open · Closes 8:30PM

Wellnation Clinics - Sydney
4.8 (4) · Medical Clinic
750.0 m · level 3/815 George St
(02) 8204 7783
Open · Closes 5PM

Hyde Park Medical Centre - Sydney CBD
3.1 (114) · Medical Center
210.0 m · 175 Liverpool St
(02) 9283 1234
Open · Closes 7PM

Primary Psychology Sydney
No reviews · Psychologist
300.0 m · 3/580 George St
(02) 9261 9200
Open · Closes 9PM

Holdsworth House Medical Practice
4.3 (39) · Medical Center
400.0 m · 26 College St
(02) 9331 7228
Open · Closes 7PM

Myhealth Medical Centre Sydney CBD
4.4 (101) · Medical Clinic
600.0 m · 8/151 Castlereagh St
(02) 8197 3388
Open · Closes 6PM

CBD Health Sydney
5.0 (3) · Alternative Medicine Practitioner
1.1 km · 103/343 George St
(02) 9299 1311
Open · Closes 6PM

1.8 Transport

Using public transport in NSW
Before you set out, find out about accessible public transport, staying safe during your trip, travelling with equipment or animals, and more.
Please visit the website http://www.transportnsw.info/en/index.page? for information such as trip planners, transport status, tickets, timetables and maps.

Local taxi companies

Taxis combined- 9-13 O'Riordan Street Alexandria NSW Ph.13 33 00
Premier Cabs -33 Woodville Road Granville NSW Ph. 13 10 17

Post Office

World Square Shopping Centre, Shop 1048/644 George St, Sydney NSW 2000 Ph. 13 13 18

1.9 AUTOMATIC TELLER MACHINES IN PITT STREET AND SURROUNDS

Suncorp Bank ATM
ATM
 2/379 Pitt St
13 11 55

ANZ ATM 242 Pitt St (Smart)
242 Pitt St
13 13 14

National Australia Bank
- 292 Pitt St
- 210 Pitt St

- 101/103 Pitt St

- 134 Liverpool St

- 242 Pitt St

ANZ ATM
- 477 Pitt St
- 118 Pitt St
- 644 George St- World Square Shopping Centre

St.George ATM
- Pitt & Market St

- 699 George St

- 37 Pitt St

- 43 Oxford St

- Sydney Tower, 450 George St

Bankwest ATM

585 George St

Westpac ATM
- 242 Castlereagh St

1.10 Living and studying in Australia

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The website also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Sydney.

This first section of the handbook provides you with information about the courses we offer how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

1.11 Arranging travel and documents to bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2

weeks before your course orientation to give you time to settle in.

The nearest international Airport is Kingsford Smith Airport in Mascot, 8 kilometres south of the city centre in Sydney.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa.
  Your Confirmation of Enrolment (CoE).
- Insurance policies.
  Original or certified copies of documents such as your birth certificate,
- medical records
  and educational qualifications as advised by Australian Academy of
  Nursing at the time
- of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

1.12 Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

1.13 Arriving in Australia through Kingsford Smith Airport

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point.

When you have passed through the Entry Control Point, you will collect your baggage and

exit via Customs and Quarantine (AQIS).

1.14 Travellers information service at Kingsford Smith Airport

Our Airport Ambassadors wear bright blue jackets to ensure they are easily identifiable and stand out.

Airport Ambassadors are located throughout T1 and T2, including at well-marked information desks:
International Terminal (T1) - Departures Level
Between check-in counters "G" and "H"
Opposite check-in counter "D", near front terminal entrance
Opposite SYD Airport Tax and Duty Free Store after immigration and security screening
International Terminal (T1) - Arrivals Level
Opposite passenger exit A and B
Domestic Terminal (T2) - Arrivals Level
Opposite baggage carousel number 2
Traveling to your accommodation

By Train

Sydney Airport is located just 13 minutes by train from the city. There are train station located at both the International and Domestic terminals, which operate as part of the Airport Link train service.

The Domestic terminal train station is located directly between T2 and T3 terminals and is accessible from within the terminals from the Arrivals level.
The International terminal train station is located at the northern end of the terminal and is accessible from the Arrivals level.

For more information about Airport Link, including fares, maps and travel planners, visit the Airport Link website or phone +61 2 8337 8417
For the latest information about the Sydney train network, service and trackwork updates, and other Sydney train information, visit the Sydney Trains website.

1.15 Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them). Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

1.16 Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks. Find out more about money matters by visiting
http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters

1.17 Accommodation

AIIT has a number of approved home stay agencies who can organise a home stay family or individual for international students. The home stay host provides a home for International Students while they are studying in Australia.

Homestays are a great way to get to know your new community and culture, and to improve your English.

There are a few different types of homestay arrangements. Most will require a written set of guidelines or obligations for both the host family and the student.

Full board

→ Your own bedroom (with bed, desk, lamp and wardrobe)
→ Three meals a day (self-serve breakfast and lunch, plus a cooked dinner)
→ Electricity, gas and water bills
→ Involvement in family activities

Cost is around $220 - $370 a week. Phone and internet use will normally cost extra.

Part board

→ Your own bedroom (with bed, desk, lamp and wardrobe)
→ Electricity, gas and water bills
→ Use of kitchen and laundry
→ Cost is around $180-$240 a week

Board in exchange

→ Free or low cost accommodation in return for household duties such as cleaning or

| | childcare.
Ensure that you know how many hours of work are required and that the arrangement is
fair. |
| → | |

There are other accommodation choices such as rental accommodation or a hostel room. If you plan to rent in Melbourne, you will need to allow for a rental bond equivalent to 4 to 6 weeks rent. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation. Rental rates may range from A$100 to A$250 per week. Costs for a hostel room in Melbourne ranges from A$100 to A$200 per week.
Utilities (Electricity, Gas, Water etc) cost approximately A$10 per week plus connection fees if you are renting a property on your own.
You can find further information here
http://www.studymelbourne.vic.gov.au/where-to-live/finding-somewhere-to-live

More information

Australian Homestay Network
Melbourne Homestay Directory
Australian Student Accommodation Placement
Family stay Australia
Homestay Direct Services
Student Accommodation Services
TCN Homestay

Disclaimer: The agencies listed above are independent agencies and are listed for further information purposes only.

1.18 Bringing your family with you

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit https://www.homeaffairs.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:
Typical childcare costs in NSW are as follows
• Centre-based childcare A$60 to $120 per day
• Family day care $3.50 to $7.50 per hour
• Nannies $10 to $25 per hour
• Au pairs (living in your home) $80 to $120 per week

Find out more at:

http://www.mychild.gov.au/sites/mychild

For school children, current costs range from $7,749 for Prep to Grade 6, $10,250 for Junior Secondary (Years 7 – 10 and $11,480 for Senior Secondary ($11,480).

To find out more about application processes and costs go to:

http://www.schools.nsw.edu.au/gotoschool/intnl_students/index.php

1.19 Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

1.20 Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals.

are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

1.21 Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

→ Australian Health Management OSHC www.ahmoshc.com

- BUPA Australia www.overseasstudenthealth.com
- Medibank Private
  www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as: Extra OSHC provided by some OSHC providers;

☐ International travel insurance; or

☐ General treatments cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

1.22 Working in Australia

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Immigration and Border Protection (DHA).

Visit the following website to find out more about working in Australia, including how to find a job.

http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work

1.23 Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

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

1.24 Accommodation

- **Hostels and Guesthouses** - $90 to $150 per week

- **Shared Rental** - $85 to $215 per week

- **On campus** - $90 to $280 per week
- **Homestay** - $235 to $325 per week
- **Rental** - $165 to $440 per week
- **Boarding schools** - $11,000 to $22,000 a year

1.25 Other living expenses

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

1.26 Minimum cost of living

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

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

All costs are per year in Australian dollars. To convert to your own currency, visit http://www.xe.com/(opens in a new window)
The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au(opens in a new window)
The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living(opens in a new window) in Australia www.insiderguides.com.au/cost-of-living-calculator/(opens in a new window).
If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.

1.27 Clothing
While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.
The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and speciality stores such as Myer and David Jones carry more expensive higher end clothing labels.

2.0 Course Information

2.1 Vocational Education & Training

Your course has been drawn from a national training package. Training packages include:

- industry course standards; these are the standards each industry requires its workers to have
- the different national qualifications a person can receive when they are assessed against the standards
- guidelines for assessing competence in the industry

Someone who is competent has the required knowledge and skills and can apply them effectively at work.

Courses are comprised of a combination of compulsory, elective and optional units of competency to be completed within a theoretical and practical workplace application. Students must complete the required number of compulsory, elective and optional units as indicated in the individual course.

All of our courses are specifically designed to meet the needs of Australian industry.

2.2 Course Award

On successful completion of your course, you will receive:

Full Qualification - a Certificate and a Transcript of Academic Record

Partial Qualification - a Statement of Attainment

2.4 Course Outcomes

Our courses are designed to enable each student to:

- gain knowledge, skills and attitudes/values that promote industry specific requirements

2.5 Course Progress

A Course Summary will be provided to you for full course enrolments. This course summary is designed to give you a list of the full structure of your course and will provide you with information about each unit you are studying.

For each unit - read through the unit. Make a note of the assessment details. You may also like to spend some time planning other responsibilities and activities so you can see where your study fits into your time schedule.

Whether you are attending on-site classes or vocational work placements, our academic staff and education officers will monitor your progress and contact you on a regular basis about your progress. Please do not hesitate to contact the Australian Institute of Innovation & Technology education team to discuss any concerns you may have with progress or completion. Adjustments can be made and support is available to assist you to complete your studies.

3.0 General Administration and Overview of Policies

Students should familiarise themselves with the fees and charges outlined below. Payment options are to be discussed prior to enrolment. Payment by unit of competence is the lowest periodical payment plan available.

3.1 Payment Options

A client/student of Australian Institute of Innovation & Technology can generally pay through EFTPOS, direct bank deposit, credit card and Paypal. Funds must be cleared before the date of course commencement.

If a payment plan has been negotiated:

- payments must be in advance of the pending unit of competence or term. Where a student has negotiated to pay by the unit, payment in full must be received before any resources will be provided;

- the total payment charge for a payment plan section is required to be finalised at least fourteen days prior to the end of the designated period of study;

- cancellation of enrolment does not cancel the obligation to make all payments under the payment plan (refer to 3.17 - Refund policy)

Students may be excluded from further tuition if they fail to maintain payments as agreed.

3.2 Change to Enrolment/Personal Details

It is important that our records are accurate and up to date. Should you change your name, address or other details during your period of study, please notify Australian Institute of Innovation & Technology staff as soon as possible

3.3   Accessing Policies and Procedures

Students can access policies via the Institute's Intranet, on Australian Institute of Innovation & Technology's website or by contacting the Student Services Officer.

3.4 Deferral of commencement, suspension of studies, cancellation of enrolment

Australian Institute of Innovation & Technology (AIIT) will assess, approve and record any deferment, suspension or cancellation of study during enrolment efficiently.

- AIIT will only defer, suspend or cancel the enrolment of an overseas student on the following grounds.

    o   Compassionate or compelling circumstances of the student

    o   Non-payment of tuition fee

    o   Student misconduct

    o   Non-Commencement of studies

    o   Withdrawal from studies

    o   Extenuating circumstances relating to the welfare of the student

- Student will be advised before the enrolment, during orientation and during the course of the grounds on which their enrolment may be deferred, suspended or cancelled.

- AIIT informs the student about the consequences of deferment, suspension or cancellation which may affect their student visa.

- AIIT allows a time of 20 working days for the student to appeal against the decision.

- If a student appeals against the decision to defer, suspend or cancel his/her studies, AIIT will maintain student enrolment and will not notify Department of Education – DHA of a change to the enrolment status until the complaints and appeals process is complete.

- When the student's deferment, suspension or cancellation is confirmed, AIIT will inform the Department of Education – DHA, via PRISMS as soon as practicable and update student, student file and AXcelerate system accordingly.

Notes:

1. Student may choose to apply for leave of absence without extending the CoE if the duration of leave period is equal or less than remaining Term Break period of the course and the student agrees to undertake extra course load in future study terms or study during term break(s) to complete the pending units.

2. Student may request for refund of the fee. AIIT assesses the application as per student agreement/ refund policy.

3. Only the RTO Manager will consider the retrospective deferment cases where unusual / extreme compelling circumstances exists.

Compassionate or Compelling Circumstances

Australian Institute of Innovation & Technology (AIIT) may grant deferment or suspension of student enrolment on the ground of Compassionate or Compelling Circumstances. They are generally beyond the control of the student and have an impact on the student's course progress or wellbeing.

These circumstances could include but are not limited to:
- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Serious illness / Bereavement of close family members such as parents or grandparents (Medical certificate is mandatory, a death certificate should be provided where possible);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
  o involvement in, or witnessing of a serious accident; or
  o witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);

The following situations would be considered compelling circumstances only in regards to this policy and could support deferral or suspension of studies
- Student unable to secure a pre-requisite unit/course
- Delay in grant of student visa by DHA.

Note: The above are only some of examples of what may be considered compassionate or compelling circumstances. Australian Institute of Innovation & Technology (AIIT) will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, AIIT will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file and AXcelerate.

Termination of studies in extenuating circumstances

Australian Institute of Innovation & Technology (AIIT) may initiate an immediate suspension or cancellation of student enrolment on the ground of extenuating circumstances. In the case of extenuating circumstances AIIT will not wait for the outcome of internal or external appeal and will report the change in student enrolment to Department of Education – DHA via PRISMS. Extenuating circumstances may include, but are not limited to the following. The student

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behavior that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence

Student Misconduct

Australian Institute of Innovation & Technology (AIIT) has the ability to suspend a student's enrolment on the grounds of misbehavior. This misbehavior may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehavior will be classified into one of two categories.

- Academic misconduct
- General misconduct

Academic misconduct

The following gives an indication to the types of behavior that constitute 'Academic Misconduct' within Australian Institute of Innovation & Technology (AIIT) Assessments:
- Student must not bring any materials into the assessment venue other than those specified for that assessment
- Student must not use computer software or other devices during an assessment other than those specified.

Other assessment misconduct criteria - A student may be excluded from a final assessment in a unit for any of the following reasons:
- Unauthorized absence from class
- Failure to meet unit requirements, for example non-submission of assignments
- Student must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study

- Student must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, student must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Student must not ask another person to produce an assessable item for them.

General misconduct

General misconduct is where a student acts dishonestly, harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals an Australian Institute of Innovation & Technology (AIIT) property or the property of others; alters/defaces AIIT documents or records; prejudices the good name of AIIT, or otherwise acts in an improper manner.

The following examples indicate the kinds of behavior which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- Contravenes any rules or acts;
- Prejudices the good name or reputation of AIIT;
- Prejudices the good order and governance of AIIT or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of AIIT
- Fails to comply with conditions agreed in the contract;
- Willfully disobeys or disregards any lawful order or direction from AIIT personnel;
- Misbehaves in a class, meeting or other activity under the control or supervision of AIIT, or on AIIT premises or other premises to which the student has access as a student of Australian Institute of Innovation & Technology (AIIT);
- Obstructs any member of staff in the performance of their duties;
- Acts dishonestly in relation to admission to Australian Institute of Innovation & Technology (AIIT);
- Knowingly makes any false or misleading representation about things that concern the student as a student of Australian Institute of Innovation & Technology (AIIT) or breaches any of AIIT rules;
- Alters any documents or records;
- Harasses or intimidates another student, a member of staff, a visitor to AIIT, or any other person while the student is engaged in study or other activity as an AIIT student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Breaches any confidence of AIIT;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from AIIT premises while acting as an AIIT student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- Steals, destroys or damages a facility or property of AIIT or for which AIIT is responsible; or
- Is guilty of any improper conduct.

Where a student has been identified with Academic or General Misconduct Australian Institute of Innovation & Technology (AIIT) shall ensure the following:

- o Student must be treated fairly, with dignity and with due regard to their privacy
- o Student are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by Australian Institute of Innovation & Technology(AIIT) to have so behaved.
- o Past misconduct is not evidence that a student has behaved in the same manner again.
- o Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalized more leniently than subsequent instances of misconduct.
- o Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision. Student has 20 working days to access the complaints and appeals process.

Any penalties Australian Institute of Innovation & Technology (AIIT) can impose are subject to the inclusion of this provision in student agreement with AIIT

- • Academic Misconduct could include a warning, deemed NYC in the unit, or suspension of enrolment
- • Temporary exclusion from AIIT in the form of suspending enrolment for a period of time. DHA's policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DHA Where the severity of misconduct is severe, AIIT may decide to cancel the enrolment.

Notifying the Student and Department of Education – DHA via PRISMS

Where AIIT decides to defer suspend or cancel the student's enrolment, AIIT will:
- Notify the student in writing of its intention to defer, suspend or cancel the enrolment and that changes to the student's enrolment may affect his/her visa
- Refer the student to the DHA website (https://www.homeaffairs.gov.au), helpline (131 881) or local DHA office for advice.
- Notify Department of Education – DHA via PRISMS, as required under section 19 of the ESOS Act, of the change in the student's enrolment and issue a new CoE, if required.

The following are three different outcomes for the student's CoE:
- AIIT will notify Department of Education and Training – DHA through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as 'studying'.
- AIIT will notify Department of Education and Training – DHA through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations AIIT will cancel the original CoE, and immediately create a new CoE with a more appropriate end date. If AIIT does not know when the student will return, AIIT will choose not to create a new CoE at that point, but to wait until the student has notified of the intended date of return before creating the new CoE.
- AIIT will notify Department of Education – DHA through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

Appeals
- If the student disagrees with AIIT's decision to defer, suspend or cancel the enrolment, AIIT provides a period of 20 working days to the student to appeal against it as per its complaints and appeals policy and procedures – Standard 8.

- AIIT will maintain the student enrolment and will not notify Department of Education and Training – DHA until the appeal process is complete.

- AIIT can suspend or cancel a student's enrolment prior to the completion of the appeals process if there are extenuating circumstances relating to the welfare of the student.
- Student may refer to AIIT's complaints and appeal Policy and Procedure for more information on appeals.

3.5   Course Exit Policy

If the student decides to leave the course for any reason, unfinished at any stage during their study, then they will be issued with a Statement of Attainment for the units they have been assessed as being competent in.

3.6   Critical Incident Policy

A critical incident is defined by The National Code 2007 as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.*
Critical incidents are not limited to, but could include:

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

Australian Institute of Innovation & Technology (AIIT) recognises that in most cases international students do not have close family available to care and provide support to them in Australia in the event of crisis and/or critical incident. It is important that Australian Institute of Innovation & Technology does everything in its capacity to:

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

All international students will be advised during orientation on how they can assess to Australian Institute of Innovation & Technology's Critical Incident policies and procedures, and all students will be provided information on relevant emergency services contact persons and telephone numbers.

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

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

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

The Student Services Officer will:

- Record details of the reported concern/incident;
- Report the concern/incident to the PEO;
- Investigate the concern/incident to identify and evaluate the details and severity of the incident; and

- Determine, in consultation with the PEO, what action needs to be taken.

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

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

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

been provided.

The PEO and/or Student Services Officer will:

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

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

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

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

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

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

3.7 Attendance Monitoring Policy

It is the policy of Australian Institute of Innovation & Technology's student's attendance will be monitored over the course duration in order to maintain the course outcomes.

It is the responsibility of the trainers to monitor the attendance levels of their students.

When a student is absent or if a falling attendance rate is recorded, the trainer must alert the RTO Manager.

The RTO Manager will make contact with the student to discuss reasons for the absences and provide support for a return to class.

Where contact cannot be made, the RTO Manager will try other contact options. These could include: student's emergency contact, visit to last known address, friendship networks or police if necessary.

The Counselling and Reporting Process

The current attendance levels are monitored by the Administration Staff on a regular basis. Where attendance records show the non-attendance is not justified the student may be counselled by the RTO Manager and strategies are put in place to help the student maintain a satisfactory attendance level.

3.8 Course Progress Policy

Under Standard 11.2 of the National Code 2007, a provider who implements the DIISRTE-DIAC Course Progress Policy and Procedures for its vocational education and training (VET) courses is not required for ESOS purposes to monitor attendance for those courses.

Australian Institute of Technology & Education (AIIT) has registered through PRISMS to implement DIISRTE-DIAC Course Progress Policy and Procedures.

The monitoring of course progress allows Australian Institute of Technology & Education (AIIT) to comply with its obligation under the National Code in particular, Standard 9 (Completion within the expected duration of study) and Standard 10 (Monitoring course progress), in respect of Student Visa holders. Consistent with the National Code Standard 10 and the DoE/DHA Course Progress Policy and Procedures, the institute will monitor record and assess the course progress of each student.

International students are required to maintain satisfactory course progress. International students do not meet AIIT's satisfactory course progress requirements if they:

- *deemed 'Not Yet Competent' outcome for 50% or more of the units of competency during a Study Period.*

The course progress requirements are made clear to each student during the Orientation Program.

1. This policy and associated procedures will be made available to the international students through student orientation, AIIT's website and student handbook.

2. The course progress is closely linked to student's active participation in-class learning, assessment activities and timely completion of assessments. At the beginning of each unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

GENERAL PROCEDURES

CRICOS timetables are prepared for each qualification/class in accordance with registered course duration in PRISMS. Students get a copy of the CRICOS timetable at the orientation prior to course commencement. This timetable shows:

- **The units of competency**
- **Nominal delivery hours**
- **Assessment schedule**
- **Term breaks**

In compliance with National Code Standard 10 the Intervention Officer(s) will monitor the course progress of each student.

Requirements for achieving satisfactory course progress:

- Students need to achieve minimum of 50% or more of the units of competency enrolled in AIIT's registered VET course to achieve satisfactory course progress.
- Students need to be aware that they will be reported to DHA if they do not maintain satisfactory course progress.
- AIIT has early intervention strategies in place to ensure that students who are deemed 'NYC' (failed) for any unit of competency are identified and assisted to maintain their satisfactory course progress by relevant AIIT personnel.

Process for assessing satisfactory course progress:

Attendance and assessment results are recorded and monitored weekly by the Intervention Officer(s) at the end of each unit of competency as follows:

- Trainer(s) collides all the student results from each class trainer.
- Trainer(s) emails the soft copy of the class results to the Intervention Officer(s) (accompanied by hard copy of the student results and assessments).
- Student results (C or NYC) are updated in aXcelerate under each student's profile by Intervention Officer(s).
- Intervention Officer(s) identify the students who are deemed 'NYC' for any unit of competency.

Procedures for intervention for students at risk of failing to achieve satisfactory course progress

- AIIT has early intervention strategies in place to ensure that students maintain 100% of course progress during their studies.
- AIIT has identified that it is the best practice to intervene at unit level as this poses a risk of failing to achieve satisfactory course progress and the intervention should be activated as soon as student receives a 'NYC' result.
- This ensures that students are constantly being informed the importance of maintaining 100% satisfactory course progress throughout their studies.
- Intervention strategy is activated for students who have received 'NYC' result for any unit of competency at the end of a unit completion.
- This means that students who are deemed Not Yet Competent, their names are placed into the aXcelerate's 'Unit Feedback' email and sent to the each student.
- Students with NYC results are encouraged to make appointments with Intervention Officer(s) to discuss the reasons of their NYC results (failures).
- Student appointments are recorded in each student's profile in aXcelerate and these appointments act as a counselling session to discuss the reasons of student's NYC result(s) (failures).
- Once a Counseling session is finalized and signed by the student, Intervention Officers continue to monitor the progress of these students.
- The Students who have failed 2 or less number of Unit of competency will work on these reassessments with their Trainers under the Student Intervention Training (SIT) Program. Students who have failed more than 2 Units of Competency, a special Student Intervention Training (SIT) Program is arranged for the students. A special timetable is developed outside the normal course timetable to enable them to maintain course progress.
- A sanction is placed on the students file in RTOmanager so that these students can be monitored regularly with feedback from the trainers.

Process for determining the point at which the student has failed to meet satisfactory course progress

- At the end of each term of study, the Student Intervention Officer(s) will generate a report from aXcelerate which lists the students that received NYC units for that study period. Students who are deemed NYC or failed 50% or more of the units of competency attained in that study period will be deemed as failing to meet satisfactory course progress.

- The Student Intervention Officer(s) will contact each international student who are identified as failing to meet satisfactory course progress and arrange an appointment with RTO Manager or other designated staff for counselling session to be held as specified within five (5) days of that communication.

- During the academic counselling session, the Student Intervention Officer in consultation with the RTO Manager will determine what additional support will be provided to the international student. This may include, but is not limited to, the international student:

- attending Special Intervention Training (SIT) Program which is conducted on weekly basis by designated trainer/assessor;
- attending academic skills programs and/or assistance with LLN issues if any;
- attending at least a specified number of scheduled classes during specified period of time;
- attending counselling;
- receiving assistance or professional help with personal issues which are influencing Course Progress;
- receiving mentoring; or
- combination of the above.

- During the academic counselling sessions, the student will also be advised:
  - on the suitability of the course in which they are enrolled;
  - of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
  - of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive terms of study could lead to their enrolment being terminated, resulting in a report to DHA which may result in the cancellation of their student visa (based on the decision of DHA).

- A record of the academic counselling session (Intervention form/Counselling form) and any additional support to be provided will be documented and signed by the Student Intervention Officer(s)/PEO/RTO Manager/ and the student and placed on the student's file.

Continuing failure to meet course progress requirements:

- If an international student fails to meet the course progress requirements in a second consecutive term of study after an intervention strategy has been put in place, Student Services will advise the international student in writing of the intention to report the student for not achieving satisfactory course progress. The international student will also be advised that they have a right to appeal the decision within 20 working days of the date stated on the letter.

- If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, AIIT does not report the student for unsatisfactory course progress.

Complaints and appeals process for intention to report

- A student may appeal to the intention to report decision on the following grounds:

  - provider's failure to record or calculate a student's marks accurately,
  - compassionate or compelling circumstances, or
  - provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

- If the international student lodges an appeal, during the period the appeal is being considered, the international student must continue their studies in the course until the outcome of that appeal has been finalized.

- Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), AIIT does not report the student, and there is no requirement for intervention.

- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through AIIT's intervention strategy, and AIIT does not report the student.

- Where the international student has chosen not to access the complaints and appeals process, the student withdraws from the process, or the process is completed (ie. the student's appeal was unsuccessful) within 20 working days, the international student's enrolment will be formally terminated and the Student Services Officer will report the student to DHA and Department of Education and Training (DET) via PRISMS. A copy of all the student's documentation along with the cancelled CoE, PRISM variation report and any other relevant document(s) should be uploaded in RTO manager as well as placed in the Student's file.

- DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a DHA office.

Staff involved /responsible for recording, monitoring, counselling and reporting on course progress
- o Trainers/Assessors
- o RTO Manager
- o Student Services Officer(s)
- o Student Intervention Officer(s)
- o PEO
- o Student Welfare

3.9   Academic Misconduct and Plagiarism

Academic misconduct or plagiarism occurs when:

Plagiarise means
- To steal and pass off (the ideas or words of another) as one's own
- To use (another's production) without crediting the source
- To commit literary theft
- To present as new and original an idea or product derived from an existing source.

In other words, plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterward.

The expression of original ideas is considered intellectual property, and is protected by copyright laws, just like original inventions. Almost all forms of expression fall under copyright protection as long as they are recorded in some way (such as a book or a computer file).

All of the following are considered plagiarism:
- Turning in someone else's work as your own;
- Copying words or ideas from someone else without giving credit;
- Failing to put a quotation in quotation marks;
- Giving incorrect information about the source of a quotation;
- Changing words but copying the sentence structure of a source without giving credit;
- Copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not (see our section on "fair use" rules).

Most cases of plagiarism can be avoided, however, by citing sources. Simply acknowledging that certain material has been borrowed, and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism

If a student plagiarises and:

1. It is the first time the student has been reported for plagiarism at Australian Institute of Innovation & Technology they will automatically forfeit any credit that the student might have obtained in the task to which the plagiarism relates or at the discretion of the relevant General Manager or his/her nominee a lesser penalty may be applied;

2. It is the second time the student has been reported for plagiarism at Australian Institute of Innovation & Technology, the Student will automatically forfeit any credit that the student might have obtained in the course to which the plagiarism relates;

3. It is the third or subsequent time the student has been reported for plagiarism at Australian Institute of Innovation & Technology, the student will automatically forfeit any credit that the student might have obtained in the course to which the plagiarism relates and the matter will be referred to the RTO Manager for further determination with regard to expulsion.

3.10 Complaints and Appeals Procedure

POLICY

AIIT has developed a detailed Student complaint and appeal Procedure.

The first point of contact for an overseas student with an issue or problem is the relevant staff concerned. It is the staff duty to deal with the issue as soon as it arises, and in the best manner possible.

At all possible times, it is in the interests of the Institute and all staff at the Institute that overseas student issues are dealt with in a professional, understanding and timely manner so that the overseas

student community at AIIT maintains confidence in the courses and methodologies that the Institute runs and employs.

A complaint can be defined as a person's expression of dissatisfaction with any aspect of the AIIT's services and activities. A complaint may be an expression of dissatisfaction with:

a. academic matters such as the provision of training and assessment within a VET course of study, including quality of teaching, classroom issues, availability and standard of instructional resources, course content, student progress, scheduling, training facilities and discrimination; and

b. Non-academic matters relating to the provision of support services such as those associated with the enrolment process, handling of personal information and access to personal records.

The Institute is committed to maintaining an effective, timely, fair and equitable complaint handling system which is easily accessible and offered to complainants at no charge for internal review of a complaint or appeal, and at a reasonable cost for the external review of an appeal. This system can be utilized by eligible overseas students, including potential overseas students enrolled or seeking to enroll in a VET course of study with the Institute, to submit a complaint of an academic or non-academic nature.

PROCEDURES

Step 1:

Student is encouraged, in the first instance, to resolve the concern or difficulty directly with the staff member(s).

Step 2:

- If the relevant staff member(s) is unable to resolve the situation at Step 1, then, the student may submit the formal 'Student Complaint & Appeals' Form to Student Services Officer or RTO Manager. At this point a formal serious complaint/appeal has been lodged and triggered.
- The student may wish to make an appointment with the Student Services officer to give notice of the complaint or desire to appeal. Student Services officer makes two copies of the form. The original shall be sent to the RTO Manager/PEO (depending on the nature of the appeal). The second copy shall be placed in the student's file.
- The formal resolution process will commence within 10 working days of the lodgment of the complaint or appeal and supporting information, and all reasonable measures will be taken to finalize the process as soon as practicable.

- The overseas student will be advised that there will be minimal or no cost to themselves. All complaints and appeals will be recorded in a log book maintained for that purpose by the Student Services officer.
- Within 10 working days of the receipt of a formal complaint/appeal the Student Services officer will consider the information provided and may contact the student if further information is required.
- The Student Services officer shall if they see fit, make a decision on the matter and advise the students.
- Once a resolution is reached, the Student Services officer prepares a draft letter and submits it to the PEO for approval; Once approved, overseas student will be provided with a copy of the resolution, in which overseas student is invited to acknowledge his/her satisfaction with the outcome or otherwise student's right to access external appeals and/or resolution processes.

If the overseas student is satisfied with the outcome, the relevant files will be updated and the case is closed.

Step 3:
- If the overseas student is not satisfied then he/she can request to refer the complaint to the PEO. Student Services officer gather information about student complaint. The Student Services officer prepares a case file for presentation to the PEO. PEO will organize a meeting with the overseas student and try to resolve the matter. PEO may appoint an independent mediator to conduct the appeal and propose a resolution. The independent mediator must be accepted by both parties.
- The overseas student will be informed in writing of the outcome of the appeal, including details of the reasons for the outcome.
- Once a resolution is reached, the Student Services officer prepares a draft letter and submits it to the PEO for approval; Once approved, overseas student will be provided with a copy of the resolution, in which overseas student is invited to acknowledge his/her satisfaction with the outcome or otherwise student's right to access external appeals and/or resolution processes. If the overseas student is satisfied with the outcome, the relevant files will be updated and the case is closed.

Step 4
- If the problem cannot be resolved within the Institute overseas student may also access the external appeals processes. This is conducted by:

Overseas Students Ombudsman (OSO)
GPO Box 442
Canberra ACT 2601
AUSTRALIA
http://www.oso.gov.au/
  ➢ If the overseas student wishes to access the external appeals process, they must do so within 5 working days of receiving an Unsuccessful Appeals letter. The student should initiate the process by completing the form website on:

  http://www.oso.gov.au/making-a-complaint/

- The cost of external appeal if for free of charge.
- Once an overseas student has applied for an external review, OSO will inform the AIIT of the application. The student's enrolment will be maintained in the course during the appeals process.
- Both the overseas student and the Institute will receive an acknowledgment letter from OSO advising of the deadline to provide supporting information for the mediation process.
- All documentation from the overseas student and the Institute will be forwarded to the OSO. The OSO will examine and review the submissions and documentation. The OSO will outline determination and forward decision to AIIT.
- AIIT will receive the determination from OSO and reach to a final decision.

3.11 Access and Equity

Australian Institute of Innovation & Technology will provide People with the opportunity to access, participate and successfully achieve outcomes in vocational education and training. We also recognise the many diverse factors which influence the ability of People to participate and succeed, including – prior educational experiences; cultural identity; language; learning styles; goals and expectations; motivation; work and social commitments; gender; values and beliefs; religion; income; family; geographic location and age.

Our access and equity policy represents commitment to maximise access, participation and outcomes for all People involved in our education and training programs.

Australian Institute of Innovation & Technology is able to provide support and counselling services when necessary. Where a need for extra support is identified, the student will be contacted on a regular basis by the institute's RTO Manager Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a student is identified as having special needs they will receive regular contact from the RTO Manager. This does not prevent the student from contacting the RTO Manager at any time that they feel extra assistance would be helpful.

The RTO Manager is available during office hours on 02 8046 6255. ALL enquiries and requests for extra support or assistance will be followed up.

Australian Institute of Innovation & Technology students enrolled into qualifications from endorsed training packages and units of competency are required to demonstrate competence in the specified elements and performance criteria, as well as the required skills and knowledge.

3.12 Australian Institute of Innovation & Technology's Referencing Guide

The following referencing guide, based on the Harvard system is to be used by students in both paper based and electronic assignments. Regardless of where information is sourced, e.g. books, magazines, websites, it **must** be referenced.

Both in-text referencing and a reference list are to be used in any given assignment.

In-text referencing is used throughout the body (text) of the assignment and includes in parentheses (brackets), the Author and Date of publication cited (referred to). Page numbers, whilst not always necessary are preferred in all circumstances for the sake of simplification of this referencing method. In-text referencing is required for direct quotes (using the author's words exactly) and for paraphrasing (stating the author's words ideas in your own words, without altering the meaning, or giving your interpretation).

Examples:

Students should **punctuate** in-text referencing, and reference lists as shown in the examples below.

Direct quote:

"The number of neurons in the nervous system begins to decrease in the middle of the second decade, which can lead to functional changes." (Crisp & Taylor, 2009, p. 230)

Or

Crisp & Taylor (2009, p. 230) states, "The number of neurons in the nervous system begins to decrease in the middle of the second decade, which can lead to functional changes."

Paraphrase:

Crisp & Taylor (2009, p. 230) argue that functional changes can occur from the middle of the second decade as a result of a decrease in neuron numbers in the nervous system.

Magazine articles require information about the author, title and page numbers of the article as well as the name and edition of the magazine itself. Note in the example references list below the entry for Dixon, T. The name of the article 'Contemporary connectivity' appears within single inverted commas.

 Web based articles also require referencing with similar information to paper-based articles. A web link or website address should be included. Note the entry for Gallagher, H given as an example in the References list below.

Reference list

The reference list entitled "References" occurs at the end of your assignment.

It lists all sources cited throughout the text of the assignment.

References are listed alphabetically. (Single author sources are listed prior to a source authored by one or more e.g. Crisp would come before Crisp & Taylor.)

Example Reference List:

References

Carmody, S & Forster 2003, *Aged Care Nursing, A Guide to Practice*, Ausmed Publications Pty Ltd, Melbourne, Vic, Australia

Crisp, J 1932, *Fictional nursing title,* Publisher, Fortitude Valley, Qld, Australia

Crisp, J & Taylor, C 2009, *Potter & Perry's Fundamentals of Nursing 3rd ed,* Elsevier, Chatswood, NSW, Australia

Dixon, T 2009, 'Contemporary connectivity', *Australian Ageing Agenda*, March/April 2009, pp.24-26

Gallagher, H 2009, 'Brainwave leads to mind control', Irish Times.com, 16th June 2009, http://www.irishtimes.com/newspaper/sciencetoday/2009/0521/1224247014730.html

3.13 Certification and Issuing of Qualifications

Australian Institute of Innovation & Technology issues only Australian Qualification Framework (AQF) qualifications, and Statements of Attainments that are within the Organisation's scope of registration as a Registered Training Organisation (RTO).

Australian Institute of Innovation & Technology issues, and verifies awards in compliance with the Vocational Education, Training and Employment Act 2000, the Australian Qualifications Framework and the NVRS.

Results of Assessments and Awards

Result of assessment and qualifications will be issued within 21 days of students achieving competence and meeting all other course requirements.

3.14 Information Technology

It is a requirement that prior to using the IT equipment at the Institute students are to review the IT Acceptable Use Policy (this policy will be available in areas where IT is available for use). The IT policy has been developed to minimise the risk of computer viruses and to ensure that Australian Institute of Innovation & Technology resources are utilised for their intended purpose. Failure to comply with this policy will result in disciplinary action and any costs resulting from a failure to comply will be recovered from the person(s) responsible.

Information is provided to students regarding assistance and support for language, literacy and numeracy prior to enrolment. The language, literacy and numeracy level required for successful completion of courses and qualifications is also included in the course information.

Assessment of language, literacy and numeracy skills must be undertaken prior to enrolment occurring in any course or program.

Where a student has been identified as requiring assistance with LL&N, the RTO Manager resulting in an individual plan of assistance will review their individual situation.

3.15 Privacy

Australian Institute of Innovation & Technology Pty Ltd will comply with the National Privacy Principles extracted from the Privacy Act 1988.

Australian Institute of Innovation & Technology will assist individuals with access to their own personal information in the form they request. If we wish to deny an individual access to personal information, we will provide reasons, consistent with the Privacy Act as soon as we can. Consideration will also be given to our obligations under the Freedom of Information Act 1988 (Cth) which also provides some grounds for denying access.

Privacy Policy

Australian Institute of Innovation & Technology will follow the ten national privacy principles in the handling of personal information of students / employees.

- Collection - Australian Institute of Innovation & Technology will collect only the information necessary for one or more of its functions. the individual will be told the purposes for which the information is collected;

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

- Data quality – Australian Institute of Innovation & Technology will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date;

- Data security – Australian Institute of Innovation & Technology will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure;

- Openness – Australian Institute of Innovation & Technology will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information;

- Access and correction - the individual will be given access to the information held except to the extent that prescribed exceptions apply. Australian Institute of Innovation & Technology will correct and update information errors described by the individual;

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

- Anonymity - wherever possible, Australian Institute of Innovation & Technology will provide the opportunity for the individual to interact with us identifying themselves;

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

- Sensitive information – Australian Institute of Innovation & Technology will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

3.16 Credit Transfer

In accordance with National Code Standard 12, our Institute recognises all AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) and grants academic credit for such courses/units of study upon a prospective or existing student's application (supported by the requisite documentary evidence) for such course credit. If you have previously completed qualification(s) or unit(s) of competency you may be eligible to apply for a credit transfer. Please visit AIIT's website and fill out the Credit Transfer Form, attach copies of the evidence (e.g. Certificate and/or Statement of Attainment) and submit all the evidence with your Letter of Offer. Applicants will be notified of the outcome of their application within 28 working days of its submission.

Please note that our institute does not grant course credits for the recognition of prior learning (RPL) for international students.

3.17 ASSESSMENT

The training and assessment offered by AIIT focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to complete, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the

case of written assignments or projects. You will also be informed of the criteria against which you will be assessed. See also the section in this handbook on course progress. Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments. Your assessment tasks will be assessed as either Satisfactory (S) or Not Satisfactory (NS) and you will need to pass all assessments in a unit to achieve an overall outcome of Competent. If you are found not competent for one or more of your assessments, you can have 2-3 further attempts to complete the assessment and pass. However, if you are still not assessed as competent, you will need to re-enrol in the unit that you have not passed. This will incur an additional fee for the unit as shown in your written agreement. If you do not agree with the assessment decision, you can lodge an assessment appeal as described in the Complaints and Appeals section.

3.18 Reasonable adjustment in assessment

Some students may need modifications to assessments such as – this is called reasonable adjustment.

Reasonable adjustment can involve:

→ →	Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops. Making changes to the assessment arrangements e.g. more time allowed for assessments. Making changes to the way evidence for assessment is gathered e.g. written questions asked orally
→	

3.19 Submitting your assessments

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet. Assessments can be submitted directly to the trainer/assessor or provided to our office staff who will record your submission. We recommend you take a photocopy of all your submitted tasks as we will not be able to provide a copy back since we must keep your work as evidence of your assessment in your file.

3.20 Appealing assessment decisions

You make an appeal against an assessment decision. Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

3.21 Refund Policy

- Australian Institute of Innovation & Technology under the ESOS Act 2000 and the National Code 2007 must have in place a Refund Policy which needs to be provided to the prospective international students studying in Australia before formalization of their enrolment.

- If an applicant accepts a place offered by Australian Institute of Innovation & Technology and pays the applicable fees, it means a binding contract is created between the student and Australian Institute of Innovation & Technology.

- Notification of withdrawal from unit/s or course of study must be made in writing to Australian Institute of Innovation & Technology addressing to the Principal. The cancellation fee will be calculated as shown in the **Schedule A.**

- All fees paid including any course fees collected by education agents on behalf of Australian Institute of Innovation & Technology except the non-refundable enrolment fee, are subject to this refund policy.

- Where a visa renewal is rejected due to a breach in visa conditions, a student must withdraw from Australian Institute of Innovation & Technology and the cancellation fee will be calculated as shown in the Schedule A.

- Australian Institute of Innovation & Technology reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enrol in a similar course at Australian Institute of Innovation & Technology and the enrolment is cancelled then all fees paid will be refunded.

- In the unlikely event that Australian Institute of Innovation & Technology is unable to deliver your course in full (provider default), you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Australian Institute of Innovation & Technology at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

- All refunds (apart from provider defaults) under this policy will be paid within four (4) weeks after receiving a written claim and full supporting documentation from the student. If the student is not satisfied with a decision of the refund, an appeal should be made in writing to the Principal of Australian Institute of Innovation & Technology.

- Refunds will be made in Australian dollars and the academy reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.

- Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.

- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Procedures for Claiming Refunds

1. Please fill up the 'Fee Refund Form' (which can be downloaded from Australian Institute of Innovation & Technology's website).

2. Submit the form with any supportive evidence to the Student Services Officer or alternatively you can send the scanned copy of the 'Fee Refund Form' to the info@aiit.edu.au

3. Once the 'Fee Refund Form' is received by the Student Services, it will be forwarded to the Principle for a review.

4. If eligible, refunds will be processed within 4 weeks.

5. In the event of an unsuccessful outcome or if the student is not eligible for a refund, students can appeal against the Principal's decision accessing the Australian Institute of Innovation & Technology's Complaints and Appeals policy located on the Australian Institute of Innovation & Technology's website.

3.22 Student Code of Conduct Policy

- Australian Institute of Innovation & Technology maintains a strict code of conduct for all students and requires appropriate standards of behaviour at all times. The following procedures are in place to enforce appropriate student behaviour.
- Where behaviour is deemed to be improper or inappropriate as outlined below, Australian Institute of Innovation & Technology will take action in accordance with the Student Disciplinary Policy.
- Improper or inappropriate behaviour includes but is not restricted to:
- Being on Australian Institute of Innovation & Technology premises and consuming or having consumed excessive amounts of alcohol;
- Persistent disruptive behaviour;
- Verbally abusive or hostile behaviour affecting fellow students or staff;
- Smoking or the use of prohibited or illegal substances in classes or on Australian Institute of Innovation & Technology premises;
- Deliberate misuse of Australian Institute of Innovation & Technology equipment or materials;
- Behaviour of a discriminatory nature;
- Carriage, use of or being in possession of a proscribed or regulated weapon or dangerous article on Australian Institute of Innovation & Technology premises;
- Physical assault on a member of the administrative or teaching staff, other students or members of the public or behaviour which is perceived to be threatening;

- Theft from staff or students at Australian Institute of Innovation & Technology;
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- Arson of Australian Institute of Innovation & Technology property;
- Wilful or malicious damage to Australian Institute of Innovation & Technology property or equipment;
- Misconduct of a criminal nature will be reported to the appropriate authority.

Consumption of Alcohol and Drugs

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

Use of Communication and Information Devices

Use of mobile phones, IPods, MP3 players or cameras in classrooms is not permitted.   Electronic learning resources such as computers and associated software, internet, intranet, online learning and e-library are available to students for educational purposes related to their studies at Australian Institute of Innovation & Technology only, and should not be used for unlawful or irresponsible reasons.

3.23 Student Rights and Responsibilities

A Code of Conduct for student's sets out what they can reasonably expect while undertaking their studies at Australian Institute of Innovation & Technology and also documents what Australian Institute of Innovation & Technology expects of students so that they can gain full benefit from their experience with Australian Institute of Innovation & Technology.

This Code of Conduct has also been developed to reflect the requirements and obligations of Australian Institute of Innovation & Technology towards staff and students under State and Federal legislation such as:
- Affirmative Action (Equal Employment Opportunity for Women) Act 1986
- Anti-Discrimination Act (NSW) 1977
- Freedom of Information Act (NSW) 1989 (amended 1992)
- Ombudsman Act (NSW) 1974
- Privacy and Personal Information Protection Act (NSW) 1998
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

- Disability Discrimination Act 1992
- Occupational Health and Safety Act (NSW) 1983

The principles of conduct have been derived from and are consistent with Australian Institute of Innovation & Technology's values which are:
- High academic standards, intellectual rigour and high quality education;
- Intellectual freedom and social responsibility;
- Recognition of the importance of ideas and the pursuit of critical and open inquiry;
- Tolerance, honesty and respect as the hallmarks of relationships throughout the community; and
- High standards of ethical behaviour.

Meeting Student Expectations

With regard to policies and procedures, students can expect that Australian Institute of Innovation & Technology will:
- Ensure that all admission, selection, enrolment, assessment and academic progress policies and procedures are valid, explicit, fair and reliable.
- Guarantee that changes to courses, administrative procedures and regulations will not be made without appropriate notice and will not disadvantage currently enrolled students provided that satisfactory academic progress is made.
- Provide protection for students to their legitimate share of intellectual property rights.
- Ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with procedures.
- Provide a healthy and safe environment in accordance with Australian Institute of Innovation & Technology WHS policies and procedures.
- Comply with the privacy act and the freedom of information act and ensure that students have access to information held about them in accordance with these acts.

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

Australian Institute of Innovation & Technology will assure the quality of its programs of study through:
- Up-to-date course and subject content that is informed by current scholarship.
- A teaching and learning environment that meets quality standards for its courses, its teaching and its physical and academic infrastructure.
- A study environment in which students can engage in rational debate and freely express alternative points of view in that debate.

- Reasonable access for students to academic staff for individual consultation, support and guidance.

Australian Institute of Innovation & Technology will enable student participation and feedback through:
- Allowing for, and encouraging considered feedback on students' teaching and learning experience in subjects and courses.
- Incorporating student feedback into Australian Institute of Innovation & Technology's continuous improvement cycle.
- Providing for the representation of students on relevant decision-making committees.

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

Student Responsibilities

During their time engaged in Australian Institute of Innovation & Technology activities, Australian Institute of Innovation & Technology expects students to assume the following responsibilities:

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

With regard to timely and accurate information, students must:
- Attend classes and submit work in a timely manner.
- Supply accurate and timely personal and other information to gbc, recognising that gbc is required to comply with the privacy act and the freedom of information act.

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

With respect to participation and feedback, students must:
- Provide considered and honest feedback to Australian Institute of Innovation & Technology and its staff on the quality of teaching and services.
- Participate actively in and contribute to the committees on which they are representatives or members.

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

Standards of Behaviour

This Code of Conduct establishes the following standards of behaviour for students while they are studying at Australian Institute of Innovation & Technology. At all times students must:
- Follow all Australian Institute of Innovation & Technology regulations and requirements and respond to all lawful and reasonable directions from staff.
- Be aware that all forms of academic dishonesty or misconduct are unacceptable and that Australian Institute of Innovation & Technology may take measures to test compliance;
- Use all equipment and resources appropriately, legitimately and safely following all occupational health and safety requirements;
- Follow the recognised policy and procedures for grievances complaints and resolutions.

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

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

Breaches of the Code of Conduct

Students who breach the standards of this Policy may be subject to disciplinary action through the Australian Institute of Innovation & Technology's Academic and Non-Academic Misconduct Policy and Procedures.

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

3.24 Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour. Please see full 'Student Discipline Policy' and related 'Academic Misconduct' and 'Student Code of Conduct' policies.

Students at Australian Institute of Innovation & Technology will always be dealt with in a fair and equitable manner and will have access to personnel with experience in developing needs specific educational services. Where necessary, advice will be given regarding available literacy and numeracy support. Australian Institute of Innovation & Technology Pty Ltd has sound management practices to ensure effective student services. Australian Institute of Innovation & Technology has operational standards to ensure timely issuance of training assessments, results and qualifications. These will be appropriate to competence achieved and issued in accordance with National Guidelines.

3.25 Student Welfare, Support Services and Guidance

Australian Institute of Innovation & Technology has qualified Welfare Support Officer that have a capacity to assist students in all matters of personal and professional nature and will refer students to suitable subject matter agencies for issues that are beyond their individual skills.

Students are able to present and discuss any issue with the Welfare Support Staff and they will decide whether to handle the issue internally or not. A referral appointment will always be arranged by the Australian Institute of Innovation & Technology Welfare Officer unless specifically requested not to assist by the student requiring the assistance.

There are no charges for internal welfare and support service referrals. Some external agencies may charge for external services and the student will be advised of this prior to confirmation of any appointment.

First Point of Contact – Any staff member can act as a first point of contact although it is preferred that students approach the Support/Welfare officers. Other staff members will provide comfort support only until the Support/Welfare officers can take control of the situation.

Emergency Contact – Telephone – This number will be advised at your Institute Induction.

External Support Agencies (local Sydney area)

The following list is not exhaustive but is considered appropriate for current issues.

Problem	Website	Phone no
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9951 5522/13 11 14
Depression	www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820

Drug addiction (Christian help)	www.naranon.com.au/	9418 8728
Drugs and mental health	www.thewaysidechapel.com/	9358 6577
Families & friends with mental illness	www.arafmi.org/	9805 1883
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	9856 7090
Family planning information	www.fpahealth.org.au/	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au/	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	www.hepatitisc.org.au/	9332 1599
HIV/AIDS	www.sesiahs.health.nsw.gov.au/	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	9745 5544
Schizophrenia	www.sfnsw.org.au/	9879 2600
Serious illness (sufferers & families)	www.can-survive.org/	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	www.suicideprevention.com.au/	1300 360 980
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

3.26 Legislative Requirements

Vocational education and training legislative requirements of the state and federal government, including but not limited to the following Acts, as well as Australian Institute of Innovation & Technology rules and regulations, must be met by Australian Institute of Innovation & Technology staff and students. Australian Institute of Innovation & Technology's staff is conversant with these Acts, a full text of which can be accessed at the Institute or online at the Institute website.

Duty of Care

A duty of care has always existed under Common Law and forms the basis for Common Law claims of negligence. Students have a responsibility as reasonable adults of a duty of care towards others in the workplace and towards their clients in particular.

Once students obtain their qualification, the level of responsibility attached to this duty of care is higher in response to the level of knowledge and expertise they should have in their field of work. In the light of this it is advisable for students to develop and maintain a good standard of practice.

Pursuant to the above, students are to familiarise themselves with the information on, and/or ramifications of, the different Acts/Codes which relate to their workplace, duties and conduct while they are on Industry Placement.

This is also a preparation for the responsibility attached to being an autonomous worker. Students should take this opportunity to put into practice a system/standard of personal accountability.

Vocational Education Training & Regulator Act 2011

http://www.comlaw.gov.au/Details/C2011A00012

Australian Institute of Innovation & Technology is bound by this act to provide and support the continued development of high quality, relevant, vocational education and training to meet the immediate and future needs of industry and community, and which encourages the generation of employment opportunities. All courses offered by the institute will endeavour to meet these legislative requirements.

Workplace Health & Safety

Work Place Health and Safety Act 2011

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

"The Act sets out the laws about health and safety requirements affecting most workplaces, work activities and specified high risk plant in New South Wales. It seeks to protect your health and safety and the health and safety of everyone at workplace, while undertaking work activities or using specified high risk plant."

Students are required to observe any lawful directions given by Australian Institute of Innovation & Technology staff members in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the Workplace Health and Safety Act.

- The wearing of appropriate personal protective clothing or equipment in relation to practical or field work, as well as when necessary, the wearing of vocationally appropriate clothing is required. The wearing of clothing designed to place yourself or others at risk in any way is unacceptable. The wearing of motorcycle helmets is not permitted inside Australian Institute of Innovation & Technology.

- Evacuation Procedures - During an emergency evacuation, authority rests with the evacuation personnel whose directions must be followed. They are identifiable as wearing coloured safety helmets and/or reflection vests.

Tobacco and Other Smoking Products NSW

www.health.**nsw**.gov.au/

In accordance with New South Wales's *Tobacco and Other Smoking Products,* smoking is prohibited inside an enclosed place and within 5m of any part of an entrance to an enclosed place.

- Australian Institute of Innovation & Technology smoking area is located across the road in the Park students wishing to smoke must use this area

Weapons, Firearm License

www.police.**nsw**.gov.au/firearms

Under the act a person must not unlawfully possess a weapon nor be in possession of a weapon in a public place or educational facility except where the weapon is used for legitimate educational purposes such as a knife in a cooking class.   Unlawful possession or use of a weapon by students or staff will be reported to police.

New South Wales Anti-Discrimination Act 1977

www.lawlink.nsw.gov.au

Australian Institute of Innovation & Technology takes very seriously the right of all People to be treated fairly which is enshrined in this Act. It is illegal to treat People unfairly because of their sex, relationship or parental status, race, age, impairment, religious or political beliefs, union activities, gender identity, sexuality, lawful sex work, pregnancy, and breastfeeding or family responsibilities. It is also illegal to sexually harass another person or to publicly show hatred for another person because of their race, religion, sexuality or gender identity and a person who perceives they have been treated unfairly   because they have been treated illegally. A person who perceives they have been treated unfairly because they were involved in a complaint has been treated illegally.   Australian Institute of Innovation & Technology will support any students through its Complaints and Appeals process who believes themselves victim to any discriminatory behavior.

The Anti-Discrimination Commission administers the Anti-Discrimination Act and can be accessed via its website:

www.austlii.edu.au/au/legis/**nsw**/consol_act/aa1977204/

Disability Council of NSW

www.**disability**council.**nsw**.gov.au/

All students and staff, in particular those working with People with a disability, should have an understanding of the Disability Services Act which protects the rights of People with a disability. In brief this act states, People with a disability should have the same human rights as other members of society and should be empowered to exercise those rights.

Commonwealth Privacy Act 1988

www.austlii.edu.au/au/legis/cth/consol_**act**/pa**1988**108/

The privacy act regulates the use of confidential material and as such Australian Institute of Innovation & Technology has developed a privacy policy based on the New South Wales Government's Information Privacy Principles. These principles allow for the collection of personal information by fair means only, directly related to the activities of an agency, as well as storage and security and use and disclosure of this information. Full details of the policy can be accessed at Australian Institute of Innovation & Technology or online at Australian Institute of Innovation & Technology's website.

Child Protection(Department of Community Services)

www.community.nsw.gov.au

The purpose of this act is to provide for the protection of children. In the event that some work placements may involve dealing with children under the age of 18 it is necessary to be aware of the Child Protection Act and students should be aware they may also require a Clearance Check. An application for this card can be made online from the Commission for Children and Young People at the following website address:

Copyright Act 1968

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

Students should be aware of their responsibilities in relation to copyright and should note in particular that the Copyright Act applies to all published materials including those obtained electronically, on the internet for example. It is permissible to make limited copies of materials for educational purposes, for example to make one copy for personal use of 10% or one chapter of a book, whichever is the greater, or one article per issue of a journal. Check with Australian Institute of Innovation & Technology staff for a more detailed guide to what is allowable and certainly the full details of the Copyright Act are published at the above web address.

Workplace Injury Management and Worker's Compensation Act 1998

http://www.austlii.edu.au/au/legis/nsw/consol_act/wimawca1998540/s3.html

Students participating in work placement as part of their studies will be covered by this act which assists in securing the health, safety and welfare of workers, and in particular preventing work-related injury, providing prompt treatment and assisting workers who become incapacitated through injury. Provision has been made for worker's compensation cover to be provided for students participating in **unpaid** vocational placements. The cover provided under this arrangement is limited to lump sum disability and death benefits and **does not cover medical costs.** If at any time throughout the placement you are working as an employee (for example you are required for staffing purposes to fill an absence), the relationship may change to employer/employee and may make your employer responsible for worker's compensation payments.

3.27 Workplace Health and Safety

Australian Institute of Innovation & Technology is committed to achieving and maintaining the highest practicable standards of Occupational Health and Safety for its staff, students, contractors and visitors. Australian Institute of Innovation & Technology accepts its responsibility to be aware of and enforce the provisions of all relevant Acts, Regulations, institute Policy and Procedures and such local rules and work procedures as may be formulated within their areas of responsibility.

Australian Institute of Innovation & Technology has the responsibility under its "Duty of Care" to provide as far as is practicable:

- A safe place of work

- Safe systems of work

- Safe tools and equipment

- Ongoing training in safe methods of work

- Safe, positive supervision at all levels

- Periodic inspection of all Australian Institute of Innovation & Technology physical assets and activities

- The investigation of all accidents, the reporting of all hazards and the implementation of all practicable control measures to protect People and property

- To encourage staff and students to implement sound health and safety principles in all their activities

Students have the following obligations at Australian Institute of Innovation & Technology:

- to comply with instructions given by Australian Institute of Innovation & Technology for workplace health and safety at Australian Institute of Innovation & Technology;

- to use any personal protective equipment provided by Australian Institute of Innovation & Technology;

- not to interfere with or misuse any health and safety equipment wilfully or recklessly;

- not to place at risk the health and safety of anyone at Australian Institute of Innovation & Technology wilfully; and

- not to injure themselves wilfully.

If you see any item of plant, any procedure or any incident which has caused or has the potential to cause injury to People or damage to property, and it cannot be immediately rectified, you must inform a institute staff member as soon as possible.

If you are injured or involved in an incident contact a member of staff immediately.

Questions on the Policy are to be directed to Australian Institute of Innovation & Technology's Director 02 8046 6255
Or By email : info@aiit.edu.au

Student Induction Declaration

Understanding of Australian Institute of Innovation & Technology Rules

I,…………………………………………..………………………………… Student ID No:…..…………………………… acknowledge that all of the Institute and Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy have been provided and fully explained to me during my College Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions the Institute will initiate a Warning and Exit Procedure;

- That I am required to maintain, as the Institute defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;

- That I will notify the Institute of any change of contact details;

- That I must remain 'financial' at all times and will pay all my Fees including Tuition Fees on time; and

- That I have read and understood all the Institute rules, policies and procedures as detailed in the student handbook, Legislative Requirements Student Information Folder, all course and marketing information and Student Orientation.

………………………………………………

Student Name

………………………………………………   …………………………….

Student Signature   Date