

AUSTRALIAN VOCATIONAL
TRAINING INSTITUTE PTY LTD



Student Information Handbook

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Introduction

This student handbook is designed to provide you with information about the services provided by the Australian Vocational Training Institute and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

Welcome to the Australian Vocational Training Institute!

Congratulations on joining the Australian Vocational Training Institute learning community!

Australian Vocational Training Institute (AVTI) is an Australian accredited vocational education institution specialising in Business, Management, Project/Program Management, Accounting and Hairdressing courses.

AVTI is set up by professionals in the field of Business and Management with extensive experience in industry, academic management, teaching and learning. The college is aimed at providing quality education at an affordable price to Australian and international/overseas students in the areas of Business, Accounting, Hairdressing and Project/Program Management, catering to the needs of high academic achievers as well as those who are wanting to work in the field of Business, Accounting, Hairdressing and Project/Program Management.

As a member of the AVTI community, you will be part of a quality RTO providing industry-focussed and up to date training to meet your skills needs. Through AVTI you can enhance your current skills or develop new skills leading to potential career paths and employment opportunities. Learning will be mostly in face-to-face training sessions delivered by highly qualified professionals supported by online reading and activities.

The information contained in this document has been developed to assist students or those considering undertaking a course with AVTI. We want to make sure that you have access to all the relevant information as you embark on your learning experience. This handbook will help you to understand your rights and responsibilities, to make informed decisions and understand how you can seek assistance when needed.

Please take the time to read it and if you have any questions, speak to a trainer or any of the friendly admin staff at AVTI.

We encourage you to actively engage in our community of learners and trainers. As a student of AVTI we always welcome and encourage your input and feedback on how we can improve. Your input will help ensure we continue to improve the learning experience and outcomes you expect and deserve.

I would like to personally welcome you to AVTI and hope that your learning experience will be stimulating and productive. Please let us know if you need our assistance at any time to ensure that your time with us is as pleasant and rewarding as possible.

College Principal

About Australian Vocational Training Institute

Australian Vocational Training Institute is a Registered Training Organisation (Code: XXXXX) providing high-quality training to students in Australia. Australian Vocational Training Institute has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. You can find out more about Australian Vocational Training Institute at the following websites:

<https://www.avti.edu.au/>

<https://training.gov.au/organisation/details/40913/summary>

Australian Vocational Training Institute is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

The college campus is located within the city of Sydney, Australia. The campus is at a walking distance from public transport and closest train station is Town Hall which is just 5 minutes away. Its teaching facilities are located on Level 5, 338 Pitt Street Sydney NSW 2000, which is adjacent to several famous landmarks such as Darling Harbour, Town Hall, Queen Victoria Building, Haymarket (China Town) and the Westfield Shopping Centre located at Pitt Street Mall.

This area has many student-type accommodation facilities along with numerous eating and shopping places, excellent public transport facilities. This central location is also very convenient for travel by public transport for students living in the suburban areas of Sydney or in the countryside.

The college comprises of highly experienced academics and administration staff who are firm believers in the trans-formative power of vocational education. Our admin/academic staff have broad experience in international education, and we promote and foster multi culture and diversity, which is evident as most of our staff come from different cultural and religious backgrounds.

Our mission and objectives

Australian Vocational Training Institute mission is to deliver quality training assessment that meets the needs of students and industry.

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- **Student Focused.** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our expectation of you

Australian Vocational Training Institute expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Australian Vocational Training Institute.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Australian Vocational Training Institute publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and Australian Vocational Training Institute staff members and their right to privacy and confidentiality.
- To comply with Australian Vocational Training Institute safety requirements and instructions.
- To comply with plagiarism and academic integrity requirements.

Your safety

Australian Vocational Training Institute is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to students, trainers and assessors.

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- Follow equipment operating procedures and trainer instructions for the safe operation of equipment;
- No smoking at the training and assessment facilities or offices;

- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment:

- Electrical equipment that is not working should be reported to the Academic Manager.
- Ensure electrical equipment is tested and tagged every 12 months by a suitably qualified and competent person.
- Electrical work should only be performed by appropriately licensed Electrician. students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting, power outlets or electrical training aids.

Fire safety:

- Australian Vocational Training Institute will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users are to consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any practice sessions on fire safety evacuation procedures and the use of fire safety devices.

First aid:

- Provision for first aid facilities are available where training is delivered.
- A first aid kit is to be located at reception.
- All accidents must be reported to Australian Vocational Training Institute staff.
- The accident and any first aid administered must be recorded by staff involved.
- Safety incident report is to be completed on any incident requiring first aid or near miss.

Computer facilities:

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.

- Current work health and safety guidelines indicate that people working for long periods at computers should organise their work to allow a five-to-ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

Lifting:

- students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Australian Vocational Training Institute unless directed to do so by the Trainer.
- If you have experienced back problems in the past do not attempt to lift anything at all and advise the Trainer of any limitation.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- Never twist your torso while lifting.
- Never lift a heavy item above shoulder level.
- Never carry a load that obstructs your vision.
- Never hold your breath while lifting, moving, and setting the load down.
- Before lifting a load, make sure the load is secure.
- Use a safe lifting speed and avoid using momentum.
- Be aware of your surroundings before and during lifting.
- When in doubt, ask for help.

Work and study areas:

- Always ensure that all work areas are clean and clear to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.

- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.
- Do not leave bags or garments on the floor obstructing passageways.

Work integrated training

- All students must complete workplace health and safety induction before any work integrated training commences.
- Students must have access to appropriate clothing and personal protective equipment required by the workplace.
- Appropriate supervision arrangements in the workplace must be established to ensure that the student's safe participation is monitored.
- Hazard risk assessment on planned work integrated training must be completed to identify the likelihood and consequence of injury or harm occurring and appropriate risk reduction measures.
- Students must be briefed and provided contact details to contact Australian Vocational Training Institute representative anytime they feel that the situation in the workplace is not safe.

Training facilities

- Academic Manager or delegate to conduct a walk around each morning to confirm the training environment is safe and ready for use.
- A building assessment should be conducted every six months to assess a facility general suitability for safe access.
- Training venue suitability checklist should be completed on any new training venues use on an as required basis.
- Hazard risk assessment must be completed and approved by the Academic Manager on any training activity that is conducted outside of a classroom or a controlled environment.

Responding to Hazards

All personnel who encounter a workplace safety hazard are to respond using the following steps designed to ensure the safety of everyone and to address the hazard effectively:

1. **Identify the Hazard:** Recognise any potential safety hazard in the workplace. This could be anything from a spill on the floor to malfunctioning equipment.
2. **Assess the Risk:** Evaluate the potential risk associated with the hazard. Consider the likelihood of an accident occurring and the possible severity of its consequences.
3. **Control the Area:** If possible, isolate the hazard to prevent further risk. This could involve cordoning off the area, shutting down equipment, or evacuating the area if necessary.
4. **Notify the Relevant Personnel:** Report the hazard immediately to the nearest Procurement Institute staff member or senior manager. Provide them with detailed information about the hazard and its location.
5. **Take Immediate Action if Necessary:** If the situation requires immediate intervention to prevent harm (like turning off power to prevent electrocution or using a fire extinguisher on a small fire), do so if you are trained and it is safe.
6. **Record the Incident:** Document the hazard and the actions taken in response. This record can be important for future safety planning and may be required for compliance with workplace safety regulations.
7. **Review and Follow Up:** After the immediate hazard has been addressed, conduct a review of the incident. This should include an analysis of how the hazard occurred, what was done to respond to it, and what can be done to prevent it in the future. This review should be led by management.
8. **Implement Corrective Actions:** Based on the review, take steps to prevent the hazard from recurring. This could involve changes to procedures, additional training for staff, students, or modifications to equipment or the environment.
9. **Monitor the Situation:** Keep an eye on the area or situation to ensure that the hazard has been effectively mitigated and that no new risks have emerged.
10. **Continual Improvement:** Use the experience as a learning opportunity for continual improvement in workplace safety practices. Record any identified opportunities for improvement in a continuous improvement report and refer this through to the management meeting.

Remember, safety in the workplace is not just a policy or a set of procedures; it's a mindset that belongs to each one of us. When we step into our work or training environment, we become guardians of each other's well-being. Every caution we take, every hazard we report, and every safety guideline we follow is a testament to our commitment to each other's safety and health. It's through our collective vigilance and shared responsibility that we create an environment where everyone can work, grow, and return home safely each day.

Language, literacy, numeracy and digital proficiency

Australian Vocational Training Institute will assess all student's language, literacy, numeracy and digital (LLND) proficiency as part of their enrolment to identify where the student's current skills are aligned with the intended course or where the student may need support. The results of the LLND assessment will be reviewed to determine if you need training support. Evidence of the student's language, literacy, numeracy and digital proficiency assessment is to be retained on the student's record.

There may be valid situations where language, literacy, numeracy and digital proficiency assessment is not required where the student has completed a certain level of education or has demonstrated their ability to study with prior education and training. The following outlines the approach that Australian Vocational Training Institute will apply to determine if a student requires language, literacy, numeracy and digital proficiency assessment:

The following guidelines are provided in determining which students applying for enrolment must complete a mandatory LLND assessment:

- If the student has completed their Higher School Certificate (Y12 / HSC) from Australia, LLND assessment is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.
- If the student has completed a nationally recognised training product in Australia at least to the AQF level, or one AQF level below the qualification being enrolled in, LLN Assessment is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.
- All students that do not satisfy the above criteria, must complete the LLN assessment as part of their enrolment in addition to the initial core skills assessment completed by the student as part of the Enrolment Form.

Student Orientation

Students will receive a short orientation session on their first class at the College. The orientation session covers the information listed below. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to introduce studying at the College.

Recognition of prior learning (RPL)

In accordance with the requirements of the Outcome Standards for Registered Training Organisations, Australian Vocational Training Institute provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Australian Vocational Training Institute scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a course are eligible to apply for recognition in that course at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the candidate will start to provide a strong case for competence. Australian Vocational Training Institute reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

Note: For particularly short, low-cost courses, the recognition of prior learning process may have limited value to students and may not be available. If unsure, please check with the Student Support Officer.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be issued a unit of competency based on successful completion of the unit which has been previously awarded. If you are seeking credit transfer, you are required to present your statement of attainment or qualification with a record of results for review to Australian Vocational Training Institute.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

The following guidelines are to be followed in relation to credit transfer:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in Australian Vocational Training Institute scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and Australian Vocational Training Institute does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Course delivery

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

Assessment

Australian Vocational Training Institute assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would be short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the students will largely be specific to their workplace.
- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake research to inform their response and then to propose their recommended actions.
- **Workplace Logbook:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the students performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities and is required to plan to undertake these activities when the assessor attends the workplace.

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Australian Vocational Training Institute to provide three opportunities for training and re-assessment at no additional cost to the student or employer. The initial assessment is one and therefore the student will have two remaining opportunities if they are not able to demonstrate competency on the first attempt. Students who require additional training and re-assessment after they have exhausted their

three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the Australian Vocational Training Institute Schedule of Fees and Charges to identify the re-assessment fee.

Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be closed through mutual agreement.

Plagiarism

Students must submit only original work for assessments, assignments, and projects. Examples of plagiarism include:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item;
- Copying or adapting a student's own work submitted in a previous essay or assessment; or
- Unintentionally failing to cite sources or to do so adequately.

Where plagiarism is detected in students works submitted for assessment the following action will be taken:

- **Plagiarism resulting from poor academic practice** - If it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and submit it for reassessment. The student will be offered support and additional training in the use of referencing systems.
- **Intentional plagiarism** – If it is determined that the plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment to complete. The student is to be given a formal warning in writing (Warning Letter for Academic Misconduct) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again (i.e. withdrawal from the course). Students who are found

to continue to plagiarise work in support of their assessment will have their enrolment closed. Where a student has been found plagiarising to a level which is considered to be deliberate and egregious, the student's enrolment will be closed following being notified of the decision. The student will have the right to appeal any decision that they are notified of in accordance with the appeals policy.

How to reference

Students are encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:

- the name of the author or authors
- the year of publication
- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.: To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may also be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:

- Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

At the end of the students' work, a List of References must be included. This should include all the books; journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically, and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

Example

- Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia
- To prevent cheating or plagiarism, students are responsible for:

- Submitting only work that is their own or that properly acknowledges the ideas, interpretations, words

or creative works of others;

- Avoiding lending original work to others for any reason;
- Being clear about assessment conditions and seeking clarification if in doubt;
- Being clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Only use AI tool according to the acceptable use guidelines.
- Discouraging others from plagiarising by observing the practices above.

Use of Artificial Intelligence (AI)

Australian Vocational Training Institute employ a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the **unacceptable use of artificial intelligence** content:

- **Direct Generation of Assessment Responses.** Using AI to generate complete or partial answers for assessments, such as:
 - Having AI write workplace documentation like risk assessments or incident reports
 - Using AI to complete practical task descriptions or work procedures
 - Submitting AI-generated responses for knowledge questions
 - Using AI to create workplace portfolios or evidence collections
- **Bypassing Skill Development.** Using AI in ways that prevent learning essential vocational skills such as:
 - Having AI solve workplace calculations instead of developing mathematical competency
 - Using AI to create technical drawings or designs without learning the underlying principles
 - Relying on AI for measurements or specifications instead of developing measurement skills
 - Having AI interpret technical manuals or workplace documents without developing comprehension skills
- **Professional Communication Tasks.** Using AI to complete communication tasks that demonstrate professional competency, such as:
 - Having AI write client communications or workplace emails

- Using AI to generate workplace reports
- Submitting AI-generated meeting minutes or briefing notes
- Using AI to create workplace presentations or training materials
- **Evidence Collection.** Using AI to fabricate or manipulate evidence of competency, such as:
 - Creating artificial workplace scenarios or examples
 - Generating fictional workplace experiences or observations
 - Producing simulated workplace documentation
 - Creating artificial supervisor feedback or third-party reports
- **Practical Skills Documentation.** Using AI to document practical skills without performing them, such as:
 - Writing up practical task procedures without completing them
 - Generating safety check documentation without performing checks
 - Creating maintenance logs without conducting maintenance
 - Documenting customer service interactions that did not occur
- **Group Work and Collaboration.** Using AI to bypass genuine workplace collaboration:
 - Having AI generate team contributions
 - Using AI to complete assigned portions of group tasks
 - Creating artificial peer feedback or evaluations
 - Generating team meeting outcomes without participation

The unacceptable use of artificial intelligence content is considered a form of plagiarism and students found to be breaching this policy Action will be taken in accordance with the plagiarism policy outlined above. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

College contact details

The Chief / Principal Executive Officer, Academic Manager, Student Services & Administration Manager, Student Services Officer and Trainers/Assessors can be contacted as indicated below:

Head Office	Level 5, 338 Pitt Street, Sydney NSW 2000
Course Delivery Location	Level 5, 338 Pitt Street, Sydney NSW 2000



Phone 02 8278 7921
Email admins@avti.edu.au **Web** <https://www.avti.edu.au/>
College contact hours 9:00am to 5:30pm (Monday to Friday)

Trainers and assessors are contactable at any time by email, text message or through the Learning Management System messaging function. Trainers and assessors will provide students with their direct email address and phone number on the first day of class. Please allow 2 business days for their response. Alternatively, contact the Student Support Officer.

College facilities

The College is located in the Central Business District of Sydney and very convenience access to trains and buses. The College has general-purpose classrooms, Internet access, student facilities for study, Hair Salon for Hairdressing students, physical library and computer access. The College has computer facilities with the latest software. Further detail information can be obtained by contacting the Student Services & Administration Manager.

Students will be given at least 20 working days before the relocation of the training premises.

Payment methods

Australian Vocational Training Institute accepts payment for fees using the following payment methods:

- Credit Card either over the phone or via our electronic invoice
- Electronic Funds Transfer (account details provided on the invoice)
- BPay – authorised bank payment
- Payment in cash is not available. Please refer to our invoice and offer letter/agreement for payment options.

Fees and Charges

Australian Vocational Training Institute charge fees for services provided to students undertaking training and assessment. These charges are generally for items such as course materials, textbooks, student services and training and assessment services.

Fees are payable at different stages during the course mainly during the scheduled term break period. More details on when students must pay their course fees instalment is listed on the 'Student Offer Letter and Agreement' document under 'Payment of fees and associated charges' and 'Payment Schedule' headings, these sections will identify the amount and when the initial payment must be made and any subsequent payments that are due as the course progresses. This information is provided as part of the pre-enrolment with this Student Handbook.

If for whatever reason you have not received a copy of the 'Student Offer Letter and Agreement', please contact Australian Vocational Training Institute and we will send this to you immediately.

Australian Vocational Training Institute may discontinue training if fees are not paid in accordance with the 'Student Offer Letter and Agreement'.

For more information on all applicable fees and charges please feel free to visit the Australian Vocational Training Institute college website page at: <https://www.avti.edu.au/fees-and-charges>

Fees Paid in Advance

As a rule, Australian Vocational Training Institute does not require prospective or current students to prepay fees more than the threshold for prepaid fee amount which is more than a total of \$1,500. This is an important consumer protection measure to limit the amount of fees that a student can be charged in advance of the services being delivered to the student. If the cost of the course is less than \$1,500, generally the full amount will be requested for payment prior to the course commencing. On the other hand, students who are wanting to pay more than \$1,500 can do so as the college is a member with the Tuition Protection Service (TPS) under its tuition assurance scheme. A tuition assurance scheme is a government-backed system that protects students' fees if their education provider defaults, meaning they are unable to deliver the course. If a provider closes or ceases to offer a course, the scheme offers students the choice to continue their studies at a similar course with another provider or to receive a refund for any unspent tuition fees.

For more information on TPS please visit the following website: <https://www.education.gov.au/tps>

Consumer Protection and Guarantee

If Australian Vocational Training Institute cancels or ceases to provide planned training, Australian Vocational Training Institute must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased. As an example: A student enrolled in a course of 2 units of competency and paid \$600.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 1 of the 2 units. The student's enrolment would be finalised, and the student would receive a Statement of Attainment for the 1 completed units. The student would also receive a refund of \$300.00 which represents that value of the training not delivered.

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#)

Tuition fees of International/Overseas students are also protected via the Australian Tuition Assurance Scheme and AVTI college is a member of this scheme via Tuition Protection Service (TPS). For more information on TPS please visit the following website: <https://www.education.gov.au/tps>

Students who are unhappy with Australian Vocational Training Institute arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Australian Vocational Training Institute complaints policy and procedure.

Fees and Refund arrangements

- All refund requests must be made in writing using the Refund Request Form.
- Completed Refund Request Form along with all supporting documents should be sent to college for processing, the refund amount will be calculated from the date of receipt of this form and its supporting evidence(s).
- Course commencement date is defined as 'Proposed Course Start Date' as listed on the student Coe. If the student applies for course deferment to a future intake date, the refunds policy applies to the current course and its Proposed Course Start Date. If student applies for suspension to a future time, the refund policy applies to the current course and its Proposed Course Start Date.
- The college will attempt to return any refund back to the originating bank account or originating card or cardholder. Refunds will be paid:
 - To the person or entity from which the original payment was received;
 - In Australian Dollars, unless external requirements prevent this;
 - Where possible, to the account from which, and using the mechanism by which, the original payment was received.
- Where it is not possible for the college to make a payment to the account, person or entity from which the original payment was received, the college will consult with the student, the person or entity who made the original payment and the appropriate financial institutions to determine how the refund will be paid.
- If the college is unable to contact a former student to arrange for a refund, the funds will be held for a maximum period of six years, at which time the credit balance will be transferred to the Office of State Revenue.
- Refunds will be processed within 20 working days from the date of receipt of this form and its supporting evidence(s).
- A written statement will be provided to explain how the refund is calculated per request from student or an authorised third party.

If a student is not satisfied with the approved refund amount the student has a right to lodge an internal appeal with the college. If the student is not happy with internal appeal outcome the student can seek for further assistance under Australian Consumer Law. You can visit Australian Consumer Law website at <http://consumerlaw.gov.au/> for more information.

Below is a table listing examples of situations and how refunds will be processed:

Situations	Refunds Procedure
Enrollment fees	Non-refundable
Material fees	Non-refundable
Coe amendment fees: \$50 per Coe	Non-refundable
Assessment late-submission fees: \$50 per unit	Non-refundable
Student Visa Cancellation/Refusal due to fraud/misleading information when	No refund



applying/extending student visa and/or breach of student visa conditions, etc.	
Student applies for external appeal such as ART (Administrative Review Tribunal)	No refund
COE Cancellation due to non-commencement, non-attendance, non-payment, unsatisfactory course progress and/or breach of any college code and National Standards	No refund
Withdraw Application Requests: Before the course commencement date	If student applies to withdraw from the course and sends the refund form before the course commencement date, tuition fees are refunded in full, and an admin fee of \$300, an enrollment fee of \$200 and a 'material fee (as per your 'Student Offer Letter and Agreement' document)' will be deducted from the final refund amount. <u>Documents that are required to process this type of refund:</u> 1. Refund Form with correct bank details. 2. Cancellation Request Form
Withdraw Application Requests: On/After course commencement date	If student applies to withdraw from the course and sends the refund form on/after course commencement date, refund is calculated based on the date of receipt of all documents that are required to process refunds request, refund amount will be calculated on a pro-rata basis based on the number of weeks remaining for the remainder of the course, and an admin fee of \$300, an enrollment fee of \$200 and a 'material fee (as per your 'Student Offer Letter and Agreement' document)' will be deducted from the final refund amount. <u>Required documents to process refund:</u> 1. Refund Form with correct bank details. 2. Cancellation Request Form
Provider Default	If college is unable to deliver the course, college will offer students placement into an alternative registered course, or a refund for unused tuition fees. In the situation when college is unable to provide alternative registered course or a refund for unused tuition fees, TPS (Tuition Protection Service) for international students will attempt to place student into an alternative registered course provided by another provider (college).

Complaints and Appeals Handling

Australian Vocational Training Institute is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address: <https://www.avti.edu.au/forms-and-downloads/>

Once you have completed the required form you are requested to submit this to the Student Services Manager either in hard copy or electronically via the following contact details:

Email: studentservices@avti.edu.au

Address: Level 5, 338 Pitt Street, NSW 2000

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number: 02 8278 7918

If you are a child or young person and you require support to understand and use the complaints process, please contact the Student Support Officer or your trainer for assistance.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Australian Vocational Training Institute in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Australian Vocational Training Institute within **28 calendar days** of the student being informed of the decision or finding.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Australian Vocational Training Institute applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Australian Vocational Training Institute website.

- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 calendar days and explain the complaint/appeal handling process and the persons rights and obligations.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within **28 calendar days** of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by Australian Vocational Training Institute including all details of lodgement, response and resolution. Australian Vocational Training Institute will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, Australian Vocational Training Institute is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings via an electronic means. Australian Vocational Training Institute will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint / appeal is to commence within **seven (7) calendar days** of the lodgement of the complaint / appeal, and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) calendar days** of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome **within thirty (30) calendar days** of the complaint / appeal being initially received. Where Australian Vocational Training Institute Chief Executive Officer considers that more than 30 calendar days are required to process and finalise the complaint / appeal, the CEO & PEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 30 calendar days are required. As a benchmark, Australian Vocational Training Institute will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the

best interest of Australian Vocational Training Institute and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

- Australian Vocational Training Institute shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No Australian Vocational Training Institute representative will disclose information to any person without the permission of Australian Vocational Training Institute Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not consider irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Australian Vocational Training Institute to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Australian Vocational Training Institute because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Australian Vocational Training Institute also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the

complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Australian Vocational Training Institute.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Australian Vocational Training Institute to investigate the matter, then in these circumstances Australian Vocational Training Institute reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

Australian Vocational Training Institute provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Australian Vocational Training Institute to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Student Services Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Australian Vocational Training Institute Chief Executive Officer will advise of an appropriate party independent of Australian Vocational Training Institute to review the complaint (and its subsequent handling) and provide advice to Australian Vocational Training Institute in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Australian Vocational Training Institute appoints or engages an appropriate independent person to review a complaint / appeal, the Australian Vocational Training Institute will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by Australian Vocational Training Institute as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by Australian Vocational Training Institute and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Australian Vocational Training Institute, they have the opportunity for a body that is external to Australian Vocational Training Institute to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Australian Vocational Training Institute may refer their matter to the following external agencies:

- In relation to consumer related issues, the student may refer their complaint to the relevant **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at

<https://www.dewr.gov.au/national-training-complaints-hotline> or alternatively to the Australian Skills Quality Authority at the following website <https://asqaportal.asqa.gov.au/Make-a-Report/?from=tip-off>

- In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

Student support services

During your enrolment, Australian Vocational Training Institute will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone, enrolment interview and finally during your orientation.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services or to refer you to specialist support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

Australian Vocational Training Institute will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- administrative support (admin team),
- language, literacy and numeracy support (Trainer),
- studying and learning support (Trainer),
- English as second language support (external referral),
- alternative payment plan (admin team),
- counselling support (external referral),
- disability access support, where feasible (Academic Manager), and
- employment services referral (external referral).

Where specialist support services are recommended by Australian Vocational Training Institute (such as Counselling Support for example), students are advised that these services may incur additional cost by the service provider that is separate from the services provided by Australian Vocational Training Institute. Students should verify the cost of these services with the provider before proceeding with these specialist support services. Students are also welcome and encouraged to use a services provider of your choosing. Services recommended by Australian Vocational Training Institute are recommended only for your convenience and this recommendation by no means that we give any warranty of these services. You should make your own enquiries and satisfy yourself that the service is suitable for your needs.

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Academic Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Australian Vocational Training Institute is committed to our student's welfare both during and after hours of study. Your designated student support officer is

Cherry Liu

Student Services and Administration Manager

02 8278 7921

studentservices@avti.edu.au

Your wellbeing

We are committed to fostering a supportive and safe environment that promotes the mental, physical, social, and emotional wellbeing of all students. If you need assistance or support at any time during your studies, you can seek help from your trainer or the Student Support Officer. Requests for help will be kept confidential.

Depending on the nature of the issue/s, adjustments may be made to your training plan, assessment due dates, additional training support may be provided to you, or you may be referred to external support services (e.g. counselling services that provide vocational, emotional and psychological support, or services to assist in accessing financial support).

Diversity and equity

Australian Vocational Training Institute is committed to providing a supportive learning environment for all our students. This includes ensuring that our training and assessment environment is inclusive, respectful and free from discrimination and harassment. Australian Vocational Training Institute staff members are there to ensure every student, regardless of their background or identity, has equitable access to learning opportunities, feels valued, and can contribute to the classroom community. If at any time you feel that the training environment is not safe, you should contact the Student Support Officer as soon as possible.

Disability Inclusion

If you think you'll need changes made in the classroom or extra learning support, you should contact the Student Support Officer as soon as possible. You can do this when you apply to enrol and before you start studying. You can also ask for help at any time during your studies.

Disclosure of disability or ongoing ill health, including mental ill health, is your choice and is not a requirement for participation in our courses. However, we encourage you to share information about the impact of your disability with us when you enrol so we can put reasonable adjustments in place in a timely way to support you in your learning and assessment.

Harassment and Discrimination

Australian Vocational Training Institute is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Australian Vocational Training Institute staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Australian

Vocational Training Institute staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission.

Equally, students are also responsible for their own behaviour and are not to demonstrate or carry out any behaviour which can be perceived as harassment or discrimination on behalf of the other person. Students witnessing such behaviour should contact the Student Support Officer as soon as possible.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Australian Vocational Training Institute that they feel they can trust. This will initiate the complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

To find out more about how to manage a complaint, including contact details refer to the Australian Human Rights Commission:

- [Making a complaint](#)
- [Disability rights in Australia](#)

Your privacy

Australian Vocational Training Institute takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles.

Here's what you need to know:

- Australian Vocational Training Institute will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Australian Vocational Training Institute is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Australian Vocational Training Institute will seek the written permission of the student for such disclosure. Australian Vocational Training Institute will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you

require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

- You have the right to access information that Australian Vocational Training Institute is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.
- If you have concerns about how Australian Vocational Training Institute is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at Australian Vocational Training Institute.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Australian Vocational Training Institute and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2020, Australian Vocational Training Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Australian Vocational Training Institute for statistical, regulatory and research purposes. Australian Vocational Training Institute may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

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

Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Students - Unique Student Identifier](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

Accessing your records

You are entitled to have access to your records. These records include your:

- student file,
- learning and assessment record,
- administrative records,

- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Australian Vocational Training Institute, you are welcome to have access anytime just ask your trainer, and it will be organised through the admin staff.

You can request these documents using the Student Request Form. Access to requested records during a workday will be arranged as soon as possible and within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Australian Vocational Training Institute reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Australian Vocational Training Institute. To obtain this you must complete the Student Request Form and return this to the Student Services Officer. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A student may also nominate another person to collect the certificate; however these persons must be notified to Australian Vocational Training Institute beforehand, and the person must provide photo ID to validate their identity.

Behaviour misconduct

Australian Vocational Training Institute seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. Behaviour misconduct is defined as unacceptable behaviour and includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft

- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive behaviour to others

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO;
- Identify themselves truthfully;
- Behave in a way that supports the safety or health of any other person;
- Maintain the peace or good order of the training environment;
- Treat Australian Vocational Training Institute property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official Australian Vocational Training Institute meetings, ceremony, activity, class or examination/assessment;
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the Australian Vocational Training Institute;
- Not trespass or knowingly entering any place within the premises of Australian Vocational Training Institute that is out of bounds to students;
- Give truthful information relating to student status; and
- Communicate in a way that demonstrates respect for others and is free from verbal abuse.

Where student is identified for behaviour misconduct, an Australian Vocational Training Institute staff member will complete a *Behaviour Misconduct Report* and submit this to the Academic Manager. Students who demonstrate behavioural misconduct will be counselled and issued a formal warning. Students who demonstrate behavioural misconduct after being formally warned will have their enrolment and COE

cancelled for current and any future courses and will not be entitled to a refund. This does not limit the requirement to provide suitable warning in writing and the opportunity to make oral or written representations regarding the misconduct or the student's right to appeal a decision.

Where the student's behaviour is so egregious or leads to the actual damage to property or harm to another person, the student's enrolment can be terminated immediately, and the incident will be reported to the Police. This does not remove the student's right to appeal a decision made by Australian Vocational Training Institute. Only after any appeal process has been completed that the student's enrolment can be closed and the student will be issued a statement of attainment only for units of competency they have achieved. Whilst any appeal is being processed, the student enrolment is to be temporarily suspended, and the student is not to attend the Australian Vocational Training Institute premises.

Continuous improvement

Australian Vocational Training Institute is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Students are encouraged to provide feedback and suggestions for improvement to Australian Vocational Training Institute at any time during their studies so we can improve our services in the future. Students can report opportunities for improvement by discussing suggestions with their Trainer or the Student Support Officer, sending us an email or completing the *Opportunity for Improvement Form*. The *Opportunity for Improvement Form* template is available on request. Suggestions for improvement will be considered by our management team at our regular management meeting.

During a long course, students will be invited to complete the *Student Continuous Improvement Survey* which will usually be administered early in a course such as after the first term to collect feedback so any issues can be addressed to improve our service to you for the remainder of the course.

At the completion of your course, you will be issued with a *Student Satisfaction Survey*. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Australian Vocational Training Institute for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Issuing Qualifications and Statements of Attainment

Australian Vocational Training Institute will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the course in which the student is enrolled is complete. Please note however that Australian Vocational Training Institute is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Australian Vocational Training Institute have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal

certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

College Contact

Contact the Student Services & Administration Manager for assistance if you have any difficulties with your course, study requirements or assessment

Name	Cherry	Liu
Phone	02 8278 7921	

Relevant Contacts and Information

Below is a range of contacts and information you can contact if you need information or help.

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Lifeline 24-hour Counselling, Advice and Referral Services	Phone 131 114
Complaints or problems	https://www.ombudsman.gov.au/complaints/international-student-complaints
CRICOS Legislation and regulation	https://internationaleducation.gov.au/Regulatory-Information
Overseas student Legal Advice	9698 7645
Work Health & Safety	www.workcover.nsw.gov.au
Protection of student fees	www.tps.gov.au
NSW Transport Information (Bus/Train/Ferry)	131 500
RTO and CRICOS registration	www.asqa.gov.au
Study Information	https://www.studyaustralia.gov.au/
Telephone Interpreter Service	131 450
Lifeline (crisis support)	131 114
Alcohol and Drug Information Service	Phone (within Sydney metro area): (02) 8382 1000

	National Hotline: 1800 250 015 WebChat: www.yourroom.health.nsw.gov.au/webchat
Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732
Department of Home Affairs	131 881
St Vincent's Hospital	8382 1111
NSW Multicultural Health Communication Service	9816 0347
Family Planning (for pregnancies)	8752 4300
Sydney Sexual Health Centre (for sexually transmitted diseases)	9382 7440

Qualification details and entry requirements

BSB30120 - Certificate III in Business - Duration 52 weeks

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves. It is also anticipated that this qualification may be of interest to those overseas students who wish to reflect the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
 - a. Entry into this course directly requires IELTS band score of 6.0 or equivalent in line with Department of Home Affairs regulations OR
 - b. If the student is a packaged student, for example the student is enrolled to study in a ELICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with Department of Home Affairs regulations OR
 - c. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements:
 - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 11 qualification is required for entry into this course OR
 - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Pathway into the qualification:

Has successfully completed year 11 in school as per Australian standards

Pathways from the qualification

The primary pathway from this qualification is to study further in Certificate IV in Business course.

Core

BSBCRT311 Apply critical thinking skills in a team environment

BSBPEF201 Support personal wellbeing in the workplace

BSBSUS211 Participate in sustainable work practices

BSBTWK301 Use inclusive work practices

BSBXCM301 Engage in workplace communication

BSBWHS311 Assist with maintaining workplace safety

Electives

- BSBTEC303 Create electronic presentations
- BSBLDR301 Support effective workplace relationships
- BSBWRT311 Write simple documents
- BSBTEC302 Design and produce spreadsheets
- BSBOPS304 Deliver and monitor a service to customers
- BSBOPS305 Process customer complaints
- BSBPEF301 Organise personal work priorities

BSB40120 - Certificate IV in Business - Duration 52 weeks

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves. It is also anticipated that this qualification may be of interest to those overseas students who may like to work as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
 - a. Entry into this course directly requires IELTS band score of 6.0 or equivalent in line with Department of Home Affairs regulations OR
 - b. If the student is a packaged student, for example the student is enrolled to study in a ELICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with Department of Home Affairs regulations OR
 - c. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements:
 - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 11 qualification is required for entry into this course OR
 - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Pathway into the qualification:

- The primary pathway into this qualification is to study Certificate III in Business course.

Pathways from the qualification

The primary pathway from this qualification is to study further in Diploma of Business course.

Core

BSBCRT411 Apply critical thinking to work practices

BSBTWK401 Build and maintain business relationships

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBWHS411 Implement and monitor WHS policies, procedures and programs

BSBWRT411 Write complex documents

BSBXCM401 Apply communication strategies in the workplace

Electives

BSBCMM411 Make presentations

BSBPEF402 Develop personal work priorities

BSBPEF403 Lead personal development

BSBCRT412 Articulate, present and debate ideas

BSBMKG434 Promote products and services

BSBTEC403 Apply digital solutions to work processes

BSB50120 – Diploma of Business - Duration 52 weeks

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves. This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions. Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop to create further educational and employment opportunities.

Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
 - a. Entry into this course directly requires IELTS band score of 6.0 or equivalent

- in line with Department of Home Affairs regulations OR
- b. If the student is a packaged student, for example the student is enrolled to study in a ELICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with Department of Home Affairs regulations OR
 - c. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements:
- a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
 - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Pathway into the qualification:

The primary pathway into this qualification is to study Certificate IV in Business course.

Pathways from the qualification

The primary pathway from this qualification is to study further in Advanced Diploma of Business course.

Core

BSBSUS511 Develop workplace policies and procedures for sustainability

BSBFIN501 Manage budgets and financial plans

BSBCRT511 Develop critical thinking in others

BSBXCM501 Lead communication in the workplace

BSBOPS501 Manage business resources

Electives

BSBTWK503 Manage meetings

BSBOPS504 Manage business risk

BSBSTR503 Develop organisational policy

BSBOPS505 Manage organisational customer service

BSBMKG541 Identify and evaluate marketing opportunities

BSBMKG555 Write persuasive copy

BSBMKG543 Plan and interpret market research

BSB60120 – Advanced Diploma of Business - Duration 52 weeks

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to gain significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions. The qualification is also suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

Entry Requirements for Students

1. All students must of the age of 18 years or over at the time of applying for admission
2. English requirement:
 - a. Entry into this course directly requires IELTS band score of 6.0 or equivalent in line with Department of Home Affairs regulations OR
 - b. If the student is a packaged student, for example the student is enrolled to study in a ELICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with Department of Home Affairs regulations OR
 - c. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements: (Part A and Part B)
 - a. Part A:
 - i. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
 - ii. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
 - AND
 - b. Part B:
 - i. Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).
or
 - ii. Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Pathway into the qualification:

The primary pathway into this qualification is to study Diploma of Business course.

Pathways from the qualification

The primary pathway from this qualification is to study further in at a Graduate Certificate or Graduate Diploma level.

Core

BSBCRT611 Apply critical thinking for complex problem solving

BSBFIN601 Manage organisational finances

BSBOPS601 Develop and implement business plans

BSBTEC601 Review organisational digital strategy

BSBSUS601 Lead corporate social responsibility

Electives

BSBLDR601 Lead and manage organisational change

BSBWHS521 Ensure a safe workplace for a work area

BSBSTR602 - Develop organisational strategies

BSBSUS511 - Develop workplace policies and procedures for sustainability

BSBMKG622 - Manage organisational marketing processes

BSB50820 - Diploma of Project Management - Duration 52 weeks

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves.

It is also anticipated that this qualification may be of interest to those overseas students who apply project management skills and knowledge. They may manage projects in a variety of contexts, across several industry sectors. They have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

Entry Requirements for Overseas students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
 - a. Entry into this course directly requires IELTS band score of 6.0 or equivalent in line with Department of Home Affairs regulations OR
 - b. If the student is a packaged student, for example the student is enrolled to study in a CRICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with

- Department of Home Affairs regulations OR
- c. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements:
- a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
 - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Pathway into the qualification

Have completed 'BSB40920 - Certificate IV in Project Management Practice' course.

Pathways from the qualification

The primary pathway from this qualification is to study further in 'BSB60720 Advanced Diploma of Program Management' course.

Core

BSBPMG530 Manage project scope
BSBPMG531 Manage project time
BSBPMG532 Manage project quality
BSBPMG533 Manage project cost
BSBPMG534 Manage project human resources
BSBPMG535 Manage project information and communication
BSBPMG536 Manage project risk
BSBPMG540 Manage project integration

Electives

BSBPEF501 Manage personal and professional development
BSBSTR503 - Develop organisational policy
BSBOPS504 - Manage business risk
BSBOPS501 Manage business resources

BSB60720 - Advanced Diploma of Program Management - Duration 52 weeks

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves.

It is also anticipated that this qualification may be of interest to those overseas students who are program managers, managing or directing a suite of projects (a program) to achieve organisational objectives. It also applies to students who are seeking to move to the profession from another sector with a strong knowledge and skills in the program/project management area.

Furthermore, a program is defined as a set of interrelated projects, each of which has a project manager. 'Multiple projects', or 'a program of projects', refers to a number of related projects managed by the same person as a program to achieve organisational objective/s.

Students at this level will have to use initiative and judgement to direct, plan, and lead a range of program functions, with accountability for personal and team outcomes within broad parameters. They also must make use of cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
 - a. Entry into this course directly requires IELTS band score of 6.0 or equivalent in line with Department of Home Affairs regulations OR
 - b. If the student is a packaged student, for example the student is enrolled to study in a ELICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with Department of Home Affairs regulations OR
 - c. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements:
 - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
 - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
AND
 - c. Have completed one of the following qualifications: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version).
OR

Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise.

4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Pathway into the qualification

Have completed one of the following qualifications: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version).

Pathways from the qualification

The primary pathway from this qualification is to study further in university at a postgraduate or master's level. Alternatively, the student may seek to work as a project manager/supervisor in various business sectors.

Core

BSBPMG630 Enable program execution

BSBPMG634 Facilitate stakeholder engagement

BSBPMG635 Implement program governance

BSBPMG636 Manage benefits

Electives

BSBPEF502 Develop and use emotional intelligence

BSBINS601 Manage knowledge and information

BSBPMG633 Provide leadership for the program

BSBLDR601 Lead and manage organisational change

BSBFIN601 Manage organisational finances

BSBSUS601 Lead corporate social responsibility

BSBPMG631 Manage program delivery

BSBPMG632 Manage program risk

FNS40222 - Certificate IV in Accounting and Bookkeeping - Duration 52 weeks

The target group for this qualification are overseas students that require skills to be able to work in an accounting and/or bookkeeping firm/company. This course provides nationally accredited training in financial service-related activities under the guidance of Finance professionals as trainers and assessors.

The course has been tailored to include preselected elective units that meet current industry demands and provide the learner with a broad spectrum of skills and knowledge within the Accounting field in the Financial Services Industry.

The college has designed this course to reflect the role of an accounts clerk or finance role or employees performing in the role of accounts clerk or similar in an accounts/finance department of an organisation. This qualification also includes the requirements as set out by The Tax Practitioners Board (TPB) for registering as a Business Activity Statements (BAS) agent from 1 March 2012 onwards.

Furthermore, the electives selected in this qualification have been specifically chosen to suit current industry trends within the finance industry and aligns students with skills and knowledge needed in becoming a registered BAS Agent.

Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
 - a. Entry into this course directly requires IELTS band score of 6.0 or equivalent in line with Department of Home Affairs regulations OR
 - b. If the student is a packaged student, for example the student is enrolled to study in a ELICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with Department of Home Affairs regulations OR
 - c. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements:
 - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
 - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Pathway into the qualification

Certificate III in Accounts Administration

Pathways from the qualification

The career progression pathway for this qualification is Diploma of Accounting.

Core

FNSACC421 Prepare financial reports

FNSACC322 Administer subsidiary accounts and ledgers

FNSACC418 Work effectively in the accounting and bookkeeping industry

FNSACC426 Set up and operate computerised accounting systems

FNSTPB411 Complete business activity and instalment activity statements

FNSTPB412 Establish and maintain payroll systems

FNSACC321 Process financial transactions and extract interim reports

FNSACC412 Prepare operational budgets

FNSACC414 Prepare financial statements for non-reporting entities

BSBTEC302 Design and produce spreadsheets

Electives

BSBTEC404 Use digital technologies to collaborate in a work environment

FNSACC413 Make decisions in a legal context

FNSACC405 Maintain inventory records

FNS50217 - Diploma of Accounting - Duration 52 weeks

The target group for this qualification are overseas students that require skills to be able to work in an accounting and/or bookkeeping firm/company. This course provides nationally accredited training in financial service-related activities under the guidance of Finance professionals as trainers and assessors.

The course has been tailored to include preselected elective units that meet current industry demands and provide the learner with a broad spectrum of managerial/supervisory skills and knowledge within the Accounting field in the Financial Services Industry.

The college has designed Diploma of Accounting course to reflect the role of an accountant, accounts administrator or an employee working in an accounts/finance department of an organisation.

This qualification includes the requirements set out by The Tax Practitioners Board (TPB) for registering as a Business Activity Statements (BAS) Agent from 1 March 2012 onwards and partially meets the minimum educational requirements for providing Tax Agent Services.

Furthermore, the electives selected in this qualification have been specifically chosen to suit current industry trends within the finance industry and aligns students with skills and

knowledge needed in becoming a registered BAS Agent and partially meets the minimum educational requirements for providing Tax Agent Services.

Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
 - a. Entry into this course directly requires IELTS band score of 6.0 or equivalent in line with Department of Home Affairs regulations OR
 - b. If the student is a packaged student, for example the student is enrolled to study in a ELICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with Department of Home Affairs regulations OR
 - c. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements:
 - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
 - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
AND
 - c. Completion of the FNSSS00014 Accounting Principles Skill Set;
OR
Completion of FNS40217 Certificate IV in Accounting and Bookkeeping or equivalent; or its superseded versions (FNS40215 Certificate IV in Bookkeeping or FNS40615 Certificate IV in Accounting) or their equivalent.
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Pathway into the qualification

FNS40217 - Certificate IV in Accounting and Bookkeeping

Pathways from the qualification

The career progression pathway for this qualification is Advanced Diploma of Accounting.

Core

FNSACC511 Provide financial and business performance information

FNSACC512 Prepare tax documentation for individuals

FNSACC513 Manage budgets and forecasts

FNSACC514 Prepare financial reports for corporate entities

FNSACC516 Implement and maintain internal control procedures

FNSACC517 Provide management accounting information

Electives

BSBTEC402 Design and produce complex spreadsheets

FNSACC408 Work effectively in the accounting and bookkeeping industry

FNSFMK515 Comply with financial services regulation and industry codes of practice

FNSACC505 Establish and maintain accounting information systems

FNSORG506 Prepare financial forecasts and projections

FNS60217 - Advanced Diploma of Accounting - Duration 78 weeks

The target group for this qualification are overseas students that require skills to be able to work in an accounting and/or bookkeeping firm/company. This course provides nationally accredited training in financial service-related activities under the guidance of Finance professionals as trainers and assessors.

The course has been tailored to include preselected elective units that meet current industry demands and provide the learner with a broad spectrum of senior managerial/supervisory skills and knowledge within the Accounting field in the Financial Services Industry.

The college has designed Advanced Diploma of Accounting course to reflect the role of a senior accountant, senior manager or an employee with high level financial decision making responsibility working in an accounts/finance department of an organisation.

This qualification includes the requirements set out by The Tax Practitioners Board (TPB) for registering as a Business Activity Statements (BAS) Agent from 1 March 2012 onwards and partially meets the minimum educational requirements for providing Tax Agent Services.

Furthermore, the electives selected in this qualification have been specifically chosen to suit current industry trends within the finance industry and aligns students with skills and knowledge needed in becoming a registered BAS Agent and partially meets the minimum educational requirements for providing Tax Agent Services.

Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:

- a. Entry into this course directly requires IELTS band score of 6.0 or equivalent in line with Department of Home Affairs regulations OR
 - b. If the student is a packaged student, for example the student is enrolled to study in a ELICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with Department of Home Affairs regulations OR
 - c. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements:
- a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course OR
 - b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
AND
 - c. Completion of both FNSSS00014 Accounting Principles Skill Set and FNSSS00015 Advanced Accounting Principles Skill Set;
OR
Completion of FNS50215 Diploma of Accounting;
OR
Completion of FNS50217 Diploma of Accounting.
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Pathway into the qualification

FNS50217 Diploma of Accounting

Pathways from the qualification

The primary pathway from this qualification is employment in the accounting profession.

Core

FNSACC624 Monitor corporate governance activities

FNSINC601 Apply economic principles to work in the financial services industry

FNSINC602 Interpret and use financial statistics and tools

Electives

FNSACC601 Prepare and administer tax documentation for legal entities

FNSACC602 Audit and report on financial systems and records

FNSACC603 Implement tax plans and evaluate tax obligations

FNSACC605 Implement organisational improvement programs

FNSACC606 Conduct internal audit

FNSACC608 Evaluate organisation's financial performance

FNSACC609 Evaluate financial risk

FNSACC610 Develop and implement financial strategies

FNSACC611 Implement an insolvency program

FNSACC613 Prepare and analyse management accounting information

FNSACC614 Prepare complex corporate financial reports

SHB30416 Certificate III in Hairdressing – Duration 65 weeks

This qualification is aimed at targeting overseas students, who would like to hone their skills and knowledge to create further educational and employment opportunities for themselves.

It is also anticipated that this qualification may be of interest to those overseas students who wish to pursue a career in hairdressing as a qualified hairdresser.

The course has been tailored to include preselected elective units that meet current industry demands and provide the learner with a broad spectrum of hairdresser skills and knowledge within the Hairdressing Industry.

Furthermore, the electives selected in this qualification have been specifically chosen to suit current industry trends within the hairdressing industry and aligns students with skills and knowledge needed in becoming a hairdresser.

Entry Requirements for Students

1. All students must be of the age of 18 years or over at the time of applying for admission
2. English requirement:
 - a. Entry into this course directly requires IELTS band score of 6.0 or equivalent in line with Department of Home Affairs regulations OR
 - b. If the student is a packaged student, for example the student is enrolled to study in a ELICOS course before and then continue with VET course then entry into this course requires IELTS band score of 5.0 or equivalent in line with Department of Home Affairs regulations OR
 - c. Successful completion of a qualification from an Institute where mode of instruction was English and where the course duration was no less than 12 months OR
 - d. Completion of an approved English Language course.
3. Academic requirements:
 - a. Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 11 qualification is required for entry into this course OR

- b. Successful completion of a qualification from an Institute where mode of instructions was English and where the course duration was no less than 12 months
4. Mature age students will also be considered without the minimum education requirements but with a relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements.

Note: Any AQF qualification at the Certificate II level or above in any discipline area delivered and assessed in English only will be deemed as meeting both the academic and English language entry requirements.

Pathway into the qualification

Has successfully completed year 11 in school as per Australian standards.

Pathways from the qualification

Students who complete this course may wish to continue their education into the SHB40216 Certificate IV in Hairdressing or into a range of other Certificate IV level qualifications.

Core

BSBSUS211 Participate in sustainable work practices

SHBXWHS003 Apply safe hygiene, health and work practices

SHBHBAS001 Provide shampoo and basin services

SHBHTRI001 Identify and treat hair and scalp conditions

SHBHIND001 Maintain and organise tools, equipment and work areas

SHBHCUT001 Design haircut structures

SHBHCUT002 Create one length or solid haircut structures

SHBXIND005 Communicate as part of a salon team

SHBHCUT003 Create graduated haircut structures

SHBHCLS002 Colour and lighten hair

SHBHIND003 Develop and expand a client base

SHBHCUT004 Create layered haircut structures

SHBXCCS007 Conduct salon financial transactions

SHBHCUT005 Cut hair using over-comb techniques

SHBXCCS008 Provide salon services to clients

SHBHDES003 Create finished hair designs

SHBHCLS005 Provide on scalp full head and retouch bleach treatments

SHBHCLS004 Neutralise unwanted colours and tones

SHBXIND003 Comply with organisational requirements within a personal services environment

SHBHCLS003 Provide full and partial head highlighting treatments

SHBHREF002 Straighten and relax hair with chemical treatments

Electives

SHBHIND002 Research and use hairdressing industry information

SHBHBAS002 Provide head, neck and shoulder massages for relaxation

SHBHDES004 Create classic long hair up-styles

SHBHCCS001 Plan hair services for special events

SHBHCUT006 Create combined haircut structures

SHBHCUT007 Create combined traditional and classic men's haircut structures

SHBHREF003 Straighten and relax hair with protein treatments

Living in Sydney

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <https://www.studyaustralia.gov.au/>. This website is established and maintained by the Australian government.

Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the northwest of the continent.

Sydney

Sydney is the largest city in Australia with a population of approximately four million people. Sydney is the capital city of New South Wales. It is a multicultural city with people from different ethnic backgrounds. Australian Vocational Training Institute is in the heart of city. It's just a short walk from the train station or bus stop.

The Study in Sydney website is a useful source of information. The web site address is <https://www.study.nsw.gov.au/>.

A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, institutes, colleges and universities
- Awards from Australian institutions of higher education are recognised internationally
- Australian schools, institutes, colleges and universities have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring September - November 12-22 degrees

Summer December to February 28-32 degrees

Autumn March to May 12 - 20 degrees

Winter June to August 10 - 15 degrees

Sports and other outdoor activities are possible at all times of the year.

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that overseas students bring to our campuses and our communities. We take great care in looking after overseas students and helping them to adjust to the Australian way of life. Overseas students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. Overseas students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast-food chains are well represented. The adventurous can try some of our 'bush tucker'. Uber eats and other services like Uber eats are also available in major cities around Australia.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport

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

Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

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

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from several retailers.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of states, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

Entertainment

College surroundings in Sydney CBD are suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for overseas students to have an enjoyable time with friends.

Travel

During term breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness. For more information you can visit these websites:

<https://www.visitnsw.com/>

<https://www.visitvictoria.com/>

<https://visitcanberra.com.au/>

<https://www.westernaustralia.com/au/home>

<https://www.queensland.com/au/en/home>

<https://www.discovertasmania.com.au/>

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability.
- develop cultural, educational and economic links between Australians and people of other nations.
- Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Study Methods

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

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers/trainers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Cost of living and money matters

Up-to-date and more detailed information on money and banking in Australia is available at the following website <https://www.studyaustralia.gov.au/> . This website is established and maintained by the Australian government to help students.

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports,

banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash traveller's cheques in virtually any currency. Major hotels and some shops will cash travellers' cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at <https://www.studyaustralia.gov.au/>

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average overseas student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation

The following types of accommodation are available for Overseas students: -

1. Full Board (Homestay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the Student Administration Manager; you can contact them at studentservices@avti.edu.au . Alternatively, you can also visit Australian websites such as <https://www.domain.com.au/> or <https://www.realestate.com.au/> etc.

Transport

Australia has an efficient public transport system (buses, trains, ferries and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. It is also recommended for students to purchase an Opal Card for travelling via public transport in Sydney, an Opal card is a smartcard ticketing system used to pay for public transport in New South Wales, Australia, including trains, buses, ferries, and light rail. More details about opal card please visit following website: <https://www.opal.com.au/en/about-opal/>

Overseas Student Health Cover (OSHC)

Overseas students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living

Sydney is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$18,610 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average overseas student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$4,000 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$1.80	Shoes 1 pair \$70.00
Bread 1 loaf \$2.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$2.50
Potatoes 1 kg \$2.00	Shampoo 500ml \$3.00
Beefsteak 1 kg \$15.00	T-shirt \$20.00
Eggs 1 dozen \$4.00	Hairdresser \$20.00 to \$40.00
Cereal 1kg \$3.00	Newspaper \$2.00
Fruit Juice 2 litres \$6.00	Cinema ticket \$15.00
Rice 1 kg \$2.00	Public transport city an inner suburb \$7.00 for a day pass

Data pertaining to cost of living provided above is just an indicator however for latest figures and budgeting please visit the Study in Australia website at: <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs#ref0>

Legislative and Regulatory Responsibilities

Australian Vocational Training Institute is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Australian Vocational Training Institute has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Australian Vocational Training Institute.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;

- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and

facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and

- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

The ESOS Framework

The Australian Government wants overseas students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for overseas students to ensure they make the most of their time here.

Australia offers all levels of education to overseas students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect overseas students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our overseas students. As an overseas student on a student visa, you must study a course with an education provider that can be found on CRICOS at <https://cricos.education.gov.au/default.aspx>.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to overseas students.

You can find out more about Australia's education system by visiting the Study in Australia website at <https://www.studyaustralia.gov.au/> and Australian Education International website at <https://internationaleducation.gov.au/Pages/default.aspx>

The ESOS National Code is available at <https://internationaleducation.gov.au/regulatory-information/Pages/National-Code-2018-Factsheets-.aspx>

What you need to know about being an overseas student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

Your responsibilities as an overseas student in Australia

As an overseas student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details

- meeting the terms of the written agreement and offer letter with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/>

Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Home Affairs website for more information at <https://www.homeaffairs.gov.au/>

Overseas students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.

Finding the right education provider for you

You can find out more about Australia's education system through Austrade and their website at <https://www.austrade.gov.au/>

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at <https://cricos.education.gov.au/>

Written agreements or contracts between the student and provider (the college or the education provider)

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study, study location and other information from your provider and your provider's agent before you enrol.

- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

Transferring between education providers

Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/>

For more details about transferring and the requirements under the ESOS National Code, you can visit <https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%207.pdf>

Support for overseas students

Under the ESOS National Code all education providers must offer their overseas students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources

- complaints and appeals processes
- course progress requirements
- student attendance requirements
- any student visa condition that relates to the course you are studying.

Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps overseas students whose education providers are unable to fully deliver their course of study. The TPS ensures that overseas students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available [Tuition Protection Service - Department of Education, Australian Government](#)

Making complaints and getting help

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Critical incidents

If a student is involved in a critical incident, AVTI will follow the listed procedures on behalf of the student.

Critical Incident Procedure

- The Designated Officer assesses risks to personal and others' safety at the scene.
- If there is a threat to life or emergency, the Designated Officer contacts Emergency Services (dial 000) and is connected to the appropriate service.
- If safe, the Designated Officer acts to limit further harm, possibly involving bystanders as needed.
- The Chief Executive Officer (CEO) or most senior staff member takes charge, forming a Critical Incident Team if necessary.
- The CEO or senior staff prepares an initial report with incident details, location, and affected individuals; include Student Written Agreement if students are involved.
- The CEO and Critical Incident Team review the situation, set priorities, assign responsibilities, and coordinate communications with all stakeholders.

- Any staff managing the incident consults with or follows instructions from the CEO when required.
- The Critical Incident Team manages follow-up actions such as staff briefings, counselling, and ongoing review.
- A de-briefing session is held to evaluate the response and suggest further actions if needed.
- A final report is prepared with recommendations for future incidents, which may include revising this procedure.

Tasks and Responsibilities

The Chief Executive Officer or senior staff will:

- Lead the Critical Incident Team
- Coordinate with emergency services and diplomatic contacts
- Notify senior staff about the incident
- Communicate with families or guardians as needed
- Convene the response team
- Develop and implement the incident plan
- Arrange debriefings and counselling
- Ensure secure record-keeping of all incident-related information

Notifying the Police

The police are required to investigate all cases of sudden or unexpected death. Their responsibilities include:

- Reporting the death to the Coroner;
- Notifying the next of kin;
- Securing official identification of the deceased, which must be provided by someone who has been acquainted with the individual for at least one year; and
- Conducting a thorough investigation, which may involve interviewing witnesses or other relevant parties.

Notifying Next of Kin

After confirming death or injury, carefully consider how to contact next of kin or significant others. Key questions include:

- What is the best way to make contact?
- What were the circumstances of the event?

Ongoing Support

Maintain regular communication with individuals requiring ongoing support, which may occur outside of standard class times or locations. The following considerations are recommended:

- Personal contact should be initiated with victims and those affected by the incident outside normal operating hours, prioritising family and friends.

- The Critical Incident Team will evaluate the needs of those impacted and facilitate referrals for counselling or advisory services, including agencies beyond usual providers as necessary.
- Culturally appropriate responses, provision of interpreters, and notification of relevant overseas authorities, such as embassies and legations, may be implemented.
- Where appropriate, staff and students should be encouraged to seek professional counselling. Prioritising the psychological wellbeing of staff and students is essential in incidents involving trauma. Special leave may be granted when warranted.
- Issuing a written statement to staff and students may be required, following the Privacy Act 1988, to ensure appropriate communication regarding the incident.
- It may be necessary to identify additional individuals affected to provide reassurance and minimise distress.
- Facilitating a return to routine as swiftly as possible is important. The Chief Executive Officer will meet with staff at the end of the day to conduct a debrief and support the recovery process.

Dissemination of this Policy

This policy will be accessible on the AVTI College website. Staff will conduct an emergency evacuation drill with all new students at the beginning of each semester. The policy and procedure will be reviewed regularly as part of AVTI College's ongoing improvement process.

Record Retention Requirements for Critical Incidents

AVTI College is required to maintain written documentation of any critical incident, as well as any remedial actions taken, for a minimum of two (2) years following the cessation of an overseas student's enrolment. The Chief Executive Officer (CEO) is responsible for overseeing the secure retention and storage of all records associated with the management of critical incidents.

Change of address and contact details

Students are required to advise the College of change in residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time. This also includes providing a current email address as most of the correspondence is sent via email from the college.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension or cancellation application form or in writing by email or post.

Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between the College and the student. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing and sent via email to the College Accountant at accounts@avti.edu.au. The refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application.

College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and or via email and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation.

The College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

The College must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.

The College will inform the Department of Education and the Department of Home Affairs via Provider Registration and Overseas student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.

College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the agreement between the College and the student will be triggered and the College will be obliged to repay any unspent pre-paid fees received by the College in respect of the student within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

Overseas student transfer

AVTI College **does not enrol** international students transferring from another provider's principal course before completing 6 months with that provider, unless:

- The original provider or course is no longer registered,
- The student has a valid release letter recorded in PRISMS,
- The original provider faces registration sanctions,
- A government sponsor supports the transfer in writing as being in the student's best interest.

AVTI College **may release a current student** from their principal course before completing 6 months if:

- The student is at risk of being reported due to unsatisfactory progress despite participating in intervention strategies (Standard 8).
- There are compassionate or compelling circumstances.
- AVTI College does not deliver the course as agreed.
- The student's reasonable expectations about their course are not met.
- The student was misled about the provider or course, making it unsuitable for their needs or goals.
- An internal or external appeal leads to a decision or recommendation for release.

AVTI College **will not release current students** from their principal course within the first 6 months if:

- they have not made satisfactory academic progress and seek transfer to avoid DHA reporting without participating in AVTI College's intervention strategies,
- they have not met attendance requirements and seek transfer to avoid DHA reporting without engaging in intervention strategies,
- or they have outstanding tuition fees.

Procedure for Assessing Transfer Applications to AVTI College

- Students currently studying at another institution must provide proof of release (letter or email) from their current institution.
- If the student has no outstanding fees or issues, the application is processed like that of an offshore applicant.
- Without a satisfactory release, the application is paused and the student notified they cannot transfer at this time; they may reapply after six months.
- No formal release is required only if AVTI College loses registration or faces government sanctions preventing course continuation.
- All transfer applications are reviewed and responded to within 10 working days.

Procedure for Assessing Applications for Transfer from AVTI College

Students seeking to transfer to another provider before completing six months in their principal course at AVTI are required to submit a written request to the Chief Executive Officer/Principal Executive Officer (CEO/PEO). This request must be accompanied by a valid letter of offer of enrolment from the new registered provider.

The CEO/PEO will use PRISMS to verify whether the student has completed six months of the principal course and to confirm their arrival date in Australia.

Once the necessary documents have been reviewed, AVTI College will assess the transfer request based on the following criteria:

- Has the student completed at least six months in their principal course?
- Are there any outstanding fees owing to AVTI College?
- Is the student aware of the study implications associated with transferring?
- Is the student attempting to avoid being reported to DHA for unsatisfactory course progress without having engaged in an intervention strategy?

If these conditions are met, the student will be notified by email that the transfer request is approved at no cost. The student will also be advised to contact DHA to determine if a new visa is necessary.

The CEO/PEO will report the student's termination of studies through PRISMS.

Applications for transfer from AVTI College will be assessed and responded to within ten (10) working days.

Once a transfer request decision has been made, the Chief Executive Officer/Principal Executive Officer determines whether to grant or refuse the letter of release and notifies the student accordingly. If the letter of release is refused, the student will be informed in writing of the reasons for refusal and advised of their right to access the student complaints and appeals process for a review of the decision within twenty (20) working days.

AVTI College does not finalise the student's refusal status in PRISMS until either the appeal outcome supports AVTI College, the overseas student chooses not to access the complaints and appeals processes within the twenty (20) working day period, or the overseas student withdraws from the process.

The Chief Executive Officer/Principal Executive Officer is responsible for the final decision regarding the issuance or refusal of a letter of release for any student.

All requests, considerations, decisions, and copies of letters of release are kept on the student's file and retained securely by AVTI College for a minimum of two years from the date the student's enrolment is terminated.

Approval for transfer to another institution does not constitute agreement to provide a refund. Refunds are managed according to AVTI College's refund policy as outlined in the written agreement.

AVTI College also advises overseas students to consider whether a change in enrolment could breach visa conditions. Students may refer to the Department of Home Affairs (DHA) website for further information: <https://www.homeaffairs.gov.au/>

Student attendance

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

- Trainers must use the student daily attendance record to record student attendance at each scheduled class and note early departures and late arrivals.
- The Student Services & Administration Manager will use the attendance spreadsheet to collate and review each student's attendance on a fortnightly basis based on the trainer attendance records.
- If a student presents a medical certificate for absences record it as an absence with medical certificate, count it as an absence and copy the medical certificate into the student's file.

- Trainers must report, in writing, to the Student Services & Administration Manager the details of any student who has missed 5 consecutive days without delay.
- If a student is absent for 5 consecutive days or in any other way has an attendance record that may be detrimentally affecting the student's capacity to complete the assessment requirements for a unit, or complete the qualification within the expected duration of study, then the provisions of the Completion Within the Expected Duration of Study and the Course Progress and Intervention Strategy procedures must be implemented by AVTI.

Student who are not contactable or not responding

Where a student is not contactable or fails to respond to requests by the Australian Vocational Training Institute for 5 or more consecutive days, the student's enrolment may be terminated in absentia. This action may only be taken where the Australian Vocational Training Institute has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be closed without their written or expressed consent a minimum of three attempts (one week apart) must be made using the last known contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment. Where the student fails to respond, the student's enrolment is to be closed. Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address.

Course Progress & Intervention Strategy

The purpose of this procedure is to ensure that student course progress is monitored and reviewed, that AVTI takes intervention action when a student is in danger of not progressing satisfactorily or completing their course and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students are met.

Intervention strategy - general requirements

- All students identified as being "at risk" (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
- A copy of the warning letter and all other relevant documents will be placed in the student's file.
- At the meeting an intervention strategy will be negotiated with the student and will be recorded at the conclusion of the meeting and signed off by the student and the Chief Executive Officer. A written copy of the intervention strategy will be provided to the student and placed in their file.

- The course counselling interview and fortnightly intervention meetings will be initiated by the Chief Executive Officer however appropriate personnel such as the Student Services Manager, or a Trainer may be called on to assist with the process or to delegate for the Student Services Manager.
- The effectiveness of the intervention strategies must be judged during this process and amended if appropriate. This information must also be recorded, and feedback provided at the appropriate staff meeting under agenda item continuous improvement.
- Academic co-ordinator will also keep a register of Continuous Improvement activities for their own department.
- Students “at risk” of not meeting course progress requirements, who fail to participate fully in the intervention strategy developed by AVTI in conjunction with the student will be subject to the student behaviour requirements which includes the possibility of deferral, suspension or cancellation of their enrolment.
- At the fortnightly intervention meetings, the following will be reviewed.
 - Programs to address academic and non-academic issues.
 - Student attendance
 - Student study timetable drawn up.
 - The fortnightly academic involvement report from each course trainer.
 - Assessment outcomes
 - Any other matters relevant to progress
- Where a student on the intervention strategy requires more time to complete their qualification the current Confirmation of Enrolment must be cancelled, and a new Confirmation of Enrolment must be completed by the Student Services Manager and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.
- Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under AVTI student behaviour requirements). The written notification will require the student to immediately contact the academic co-ordinator to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the academic co-ordinator. It will be at the discretion of the Chief Executive Officer (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the Chief Executive Officer intention to implement AVTI Student behaviour procedure.

Intervention strategy – during a study period

- During a study period student course progress and attendance will be continuously monitored by trainers.
- Identification of students “at risk” will be accomplished by teachers completing the relevant section of AVTI course progress record for the course each student is enrolled in where a student is identified as being “at risk” according to any of the criteria below.

- Students will be identified as being “at risk” if during the study period they:
 - fail to meet course progress assessment requirements required and communicated in writing to the students; or
 - fail two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
 - are absent for 5 consecutive days or in any other way have an attendance record that is detrimentally affecting their capacity to successfully complete a unit; or
 - are identified by the trainer as not progressing satisfactorily through the course material.
- Trainers must monitor and record student attendance and progress during each study period.
- Trainers must report, in writing (via AVTI course progress record), to the Chief Executive Officer the details of any student identified as being at risk during a study period without delay.
- All students identified during a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Chief Executive Officer requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
- A copy of the warning letter and all other relevant documents will be placed in the student’s file.
- The course counselling interview and fortnightly intervention meetings will be initiated by the Chief Executive Officer however appropriate personnel such as the Student Services Manager, or a Trainer may be called on to assist with the process.
- At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
 - Programs and counselling to address academic and non-academic issues.
 - Resitting assessments during the current study period
 - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
 - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
 - Student attendance timetable prepared.
 - Student study timetable prepared.
 - A fortnightly intervention meeting for the current study period with the Chief Executive Officer or a delegated person will be scheduled.
 - A fortnightly academic involvement report requested from each subject trainer.
- Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under AVTI student behaviour requirements). The written notification will require the student to immediately contact the academic co-ordinator to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the academic co-ordinator. It will be at the discretion of the Chief Executive Officer (based on information discussed and evidence

provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the Chief Executive Officer intention to implement AVTI Student behaviour procedure.

Intervention strategy – after completion of a study period

- Within 10 working days of the completion of a study period the Chief Executive Officer will review the academic progress of all students in their department and identify those students who are “at risk” of not meeting satisfactory course progress requirements.
- Identification of students “at risk” will be accomplished by the Chief Executive Officer reviewing a current transcript of student progress printed from the student database (RTO Manager) and completing the relevant section of AVTI course progress record for the course each student is enrolled in.
- Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
 - fails more than 50% of units in a study period; or
 - fails two or more units in a study period; or
 - fails a prerequisite unit in a study period; or
 - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Chief Executive Officer in accordance with AVTI Completion within the expected duration procedure.
- All students identified at the end of a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Chief Executive Officer requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
- A copy of the warning letter and all other relevant documents will be placed in the student’s file.
- The course counselling interview and fortnightly intervention meetings will be initiated by the Chief Executive Officer however appropriate personnel such as the Student Services Manager, or a Trainer may be called on to assist with the process.
- At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
 - Programs and counselling to address academic and non-academic issues.
 - Student attendance timetable prepared.
 - Student study timetable prepared.
 - A fortnightly intervention meeting for the current study period with the Chief Executive Officer or a delegated person will be scheduled.
 - A fortnightly academic involvement report requested from each subject trainer.
 - Resitting assessments
 - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
 - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
- Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under AVTI student behaviour requirements). The written

notification will require the student to immediately contact the academic co-ordinator to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the academic co-ordinator. It will be at the discretion of the Chief Executive Officer (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the Chief Executive Officer intention to implement AVTI Student behaviour procedure.

Reporting unsatisfactory course progress to the Department of Education and the Department of Home Affairs

- Within 10 working days of the completion of a study period the Chief Executive Officer will review the academic progress of all students and identify those students who have failed 50% or more units in two consecutive study periods.
- If a student fails, more than 50% of units in two consecutive study periods or otherwise fails to meet course progress requirements then AVTI must notify the student in writing within 5 days of its intention to report the student for not achieving satisfactory academic progress using the appropriate student course progress warning letter (case 2). The student must be informed they have 20 working days to appeal to AVTI.
- If the appeal is not upheld or the student withdraws from the appeal process, then AVTI must report the student to Department of Education and the Department of Home Affairs as soon as practical following the appropriate PRISMS process.
- If a student is reported to the Department of Education and the Department of Home Affairs for unsatisfactory progress the Department of Home Affairs will consider the circumstances of the student through PRISMS information. The Department of Home Affairs may issue a Notice of Intention to Consider Cancellation (NOICC) to student's most recent contact details notified to AVTI.
- The Department of Home Affairs may receive a response from the student visa holder. The Department of Home Affairs will consider cancellation under discretionary powers in section 116 of the Migration Act.
- The student may continue to attend class provided they agree to continue to participate in an intervention strategy, pay their fees on time and meet any other academic and participation requirements AVTI requires, unless the Department of Home Affairs decides to cancel their visa.
- Students who are not identified by this process will be deemed as having satisfactory course progress; however, they may still be identified as being "at risk" of not achieving satisfactory course progress and therefore be subject to an intervention strategy.

Further considerations:

- AVTI has implemented the Department of Education Approved Course Progress Policy and Procedures for its vocational and technical education courses.
- For vocational and technical education courses attendance is recorded and monitored as part of the course progress requirements and the student behaviour requirements.

- Students are required to always adhere to AVTI student attendance requirements applicable to their course.
- Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the exceptional circumstances as listed in 3.4 of the completion within expected duration of study procedure apply.
- At the time of initial enrolment each student will be furnished with a training program schedule which will identify the units required to be completed in each study period to complete the qualification within the normal duration as indicated on the CRICOS register.
- Students who have unsatisfactory academic progress will be reported to Department of Education and the Department of Home Affairs. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods.
- Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed, counselled, and will be placed on a course intervention strategy.
- All causes of unsatisfactory progress or being “at risk” are to be considered including academic causes and not academic causes such as personal issues.
- The progress of each student is monitored, recorded, and assessed.
- AVTI has documented course progress policies and procedures.
- AVTI assesses each student at the end point of each study period according to its course progress policy.
- AVTI has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- Where AVTI has assessed the student as being “at risk” AVTI will inform the student and implement an intervention strategy where warranted.
- Where AVTI has assessed the student as not meeting satisfactory course progress, AVTI will inform the student in writing of its intention to report the student and that he or she is able to access AVTI complaints and appeals process within 20 working days.
- AVTI will notify the Department of Education and the Department of Home Affairs through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds AVTI’s decision to report.
- The method section defines the procedure used for monitoring progress, taking intervention action, and reporting students who breach the requirements.

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of overseas students. In New South Wales it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious

schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

Deferring suspending or cancelling student's enrolment

College Initiated Suspension:

A student's enrolment may be suspended if they:

- Engage in behavioural misconduct (see Behaviour Misconduct Policy)
- Show unsatisfactory progress (see Monitoring Course Progress Policy)
- Fail to pay required course fees
- Experience compassionate or compelling circumstances as decided by the CEO/PEO or their delegate

The duration of any enrolment suspension is determined at the discretion of the CEO/PEO or their delegate of College. A student's enrolment may not be suspended for more than one (1) term without a reassessment of the circumstances. Students will receive prior notification outlining the reasons for and expected duration of any suspension. Suspension decisions may be appealed through College's internal appeals process, which will be handled as a priority to minimise any disadvantage to the student. Throughout this process, the student's enrolment will be maintained.

If the outcome of this process results in the cancellation of a student's enrolment, the student will be informed in writing of the reasons for cancellation and provided with twenty (20) working days to access College's internal complaints and appeals process.

Any changes to enrolment status will not be reported to the Department of Education until the conclusion of the internal appeals process, unless there are extenuating circumstances relating to the student. Upon finalisation of a deferral, suspension, or cancellation, College will notify the Department of Education via PRISMS.

Student-Initiated Suspension:

After a course has started, students may request to suspend their participation if there are compelling or compassionate reasons. Supporting documentation, such as medical certificates, must be provided with the suspension request. Approval of the suspension is determined by the CEO/PEO or their delegate of college.

The duration of the suspension is subject to the decision of college and will be discussed between the student and the CEO/PEO or their delegate. Suspensions do not provide eligibility for a refund.

Deferral:

Students may defer their course start for compassionate or compelling reasons approved by the College, or due to visa delays. Deferrals must be requested in writing to the CEO/PEO or their delegate and cannot exceed 2 Terms. A new CoE is issued after

processing. Fees and costs already paid are non-refundable. Deferral can also be triggered where the student is applying for change of course.

Results of Deferral or Suspension:

Students receive written notification of deferral or suspension decisions. If dissatisfied, they may use the College's complaints and appeals process. All documentation and discussions are recorded in the student's file. Students should keep original documents and submit certified copies for deferment or suspension applications.

Cancellation:

Students wishing to cancel their enrolment must submit a written request to the CEO/PEO or their delegate and meet to discuss their reasons. Refunds may be considered on a case-by-case basis. After cancellation, deferral, or suspension, College will advise students to seek immigration guidance regarding visa implications and will notify the Department of Education via PRISMS in accordance with section 19 of the ESOS Act.

For more details and what forms you need to fill-in please contact the college Student Services Officer via email at studentservices@avti.edu.au or face-to-face at the college reception desk.

Changes to terms and conditions

Australian Vocational Training Institute reserves the right to amend the terms and conditions of the student's enrolment at any time. Changes may include changes to course delivery arrangements, changes to ownership or third-party arrangements, changes caused by training product transition¹, or changes to our policies and procedures. If changes are made that effect the student's enrolment the student will be informed 28 days prior to changes taking effect. Students are provided this advance notice of 28 days to enable them to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

EMERGENCY CONTACTS

Support Services

AVTI College emergency contacts are listed in the Student Handbook.

Service	Phone Number
Police	000
Fire Brigade	000
Ambulance Service	000
State Emergency Service	132 500

¹ Training product transition is where the qualification or unit of competency you are enrolled in is superseded by a replacement qualification or unit of competency and Australian Vocational Training Institute will need to review the best option for your training and will communicate with you about any changes.

First Point of Contact

If a critical incident whilst you are on the campus, the first point of contact for a student will be a Student Support Officer on the number below. Should the Student Support Officer not be available at the time, then you should immediately contact one of the other support team members located at Reception.

Student Support Team: Ph: (02) 02 8278 7921

Mr Amit Thakur (the College Academic Manager (for urgent matters):

Ph: +61 433 538 996

Email: academic@avti.edu.au
