



INTERNATIONAL STUDENT HANDBOOK

Level 4, 114-120 Castlereagh Street SYDNEY
NSW 2000 Australia
Phone +(62) 9268 0085

Email: admissions@ahic.edu.au; Web: www.ahic.edu.au
CRICOS Provider Number 03449J RTO Provider Number 41338
Registered as Australian Harvard International College PTY LTD

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Thank you for choosing Australian Harbour International College.

The decision to undertake study is an important one. Whether you are seeking to update or upgrade existing skills, or embarking on a new career, our courses and team of friendly and dedicated staff is available to make your learning experience at the College rewarding.

To guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that have in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

To help us maintain our high standards, please take time to read this information. During orientation, we will take you through the handbook and you will complete the "Student Declaration Form".

You may wish to refer to the details in this handbook during your training, so keep it in a safe place.

The Team at Australian Harbour International College

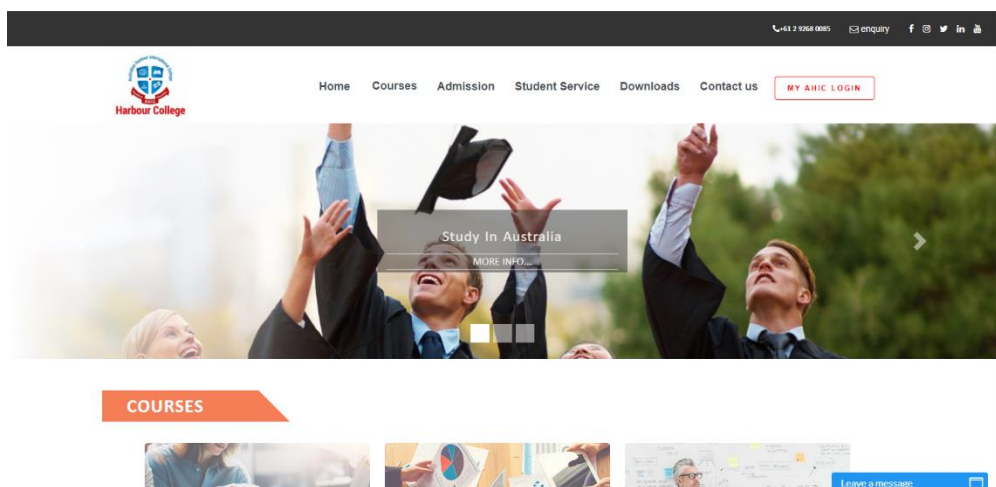
2 REGISTERED TRAINING ORGANISATION (RTO) & CRICOS PROVIDER

As a registered training organisation (RTO) and a CRICOS provider, the Australian Harbour International College (AHIC) is bound to comply with the Vocational Quality Framework (VQF), the ESOS Act 2000, the National Code of Practice 2018 and other requirements specified by the Australian Skills Quality Authority (ASQA).

AHIC is registered by the government regulator, called the Australian Skills and Quality Authority (ASQA).

www.asqa.gov.au

The information provided in this handbook, on the website and from our student services department will guide you in making sure that you understand what it means to be a successful student at AHIC.



This handbook and the links to other websites will guide you in setting out your obligations as an overseas student studying in Australia. A very good resource for you to keep going back to is the Future Unlimited website

www.studyinaustralia.gov.au



Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars and linked to the consumer price index.)

ACCOMMODATION

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$85 to \$215 per week
- **On campus** - \$90 to \$280 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$165 to \$440 per week
- **Boarding schools** - \$11,000 to \$22,000 a year

OTHER LIVING EXPENSES

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

MINIMUM COST OF LIVING

The Department of Immigration and Border Protection has set financial requirements you must meet in order to receive a student visa for Australia. From 1 July 2016, the 12 month living cost is:

- **You** - \$20,290
- **Your partner or spouse** - \$7,100
- **Your children** - \$3,040 each

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>

3 COURSE INFORMATION

The regulator, called the Australian Skills and Quality Authority (ASQA), to offer nationally recognised qualifications, registers AHIC. We provide training and assessment services in the area of Business, Marketing, Accounting, and Health services.

The nationally recognised qualifications on our scope of registration that we are currently offering to International students are as follows:

- a. BSB40215 Certificate IV in Business (40 Weeks)** CRICOS Course Code **089344G**
This is an entry-level course for people working in all types of business as administrators and officers including project officers. In these roles, staff need well developed technology, administration and generalist business, marketing or product skills and knowledge.
- b. BSB50215 Diploma of Business (52 Weeks)** CRICOS Course Code **089345F**
This is a diploma for people planning a career in a marketing role or for people intending to do further study at degree level. People with marketing knowledge can be in a specialist marketing company or within specific industry or product sectors. With this diploma, you will build generalist skills and knowledge in marketing.
- c. BSB51918 Diploma of Leadership and Management (78 Weeks)** CRICOS Course Code **098839J**
This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.
- d. BSB60215 Advanced Diploma of Business (52 Weeks)** CRICOS Course Code **093672A**
This qualification is suitable for students who may be interested in gaining employment in a Senior Administrative role or who wish to pursue university level studies in the Business and Management field. The Advanced Diploma of Business will provide you with the training you need to work within the business environment in a range of roles such as Senior Administrator, Senior Executive, Marketing Manager, Business Consultant, Business Development Manager, or Small Business Owner/Manager.
- e. FNS40617 Certificate IV in Accounting (52 Weeks)** CRICOS Course Code **097716F**
This is an entry-level course for people planning a career in financial services. At this level, your role is expected to be a practical accounting support position such as accounts clerk, bookkeeper, payroll clerk or similar routine support position.
- f. FNS50217 Diploma of Accounting (64 Weeks)** CRICOS Course Code **097717E**
This is diploma for people planning a career in financial services in a responsible operational role or for people intending to do further study at degree level in accountancy or business. Positions could be in accounts and finance departments in medium to large business, and government organisations.
- g. FNS60217 Advanced Diploma of Accounting (78 Weeks)** CRICOS Course Code **097719C**
This course is design for people who want to find professional accounting job roles in financial services and other industries. Students will also learn to produce and analyse financial reports, and develop management techniques for a small team. The Advanced Diploma of Accounting will provide you with the training you need to work within the Accounting environment in a range of roles such as Finance Services and other industry, Finance and Accounts Manager, Assistant Accountant, Senior Financial Officers, Account Receivable and Payable Manager and Office Manager.
- h. CHC33015 Certificate III in Individual Support (Ageing, Home and Community) (52 Weeks)** CRICOS Course Code **093675J**
This qualification reflects the role of support workers who complete specialised tasks and functions in aged care services, either in residential, home or community based environments. Workers will take responsibility for their own

outputs within defined organisation guidelines, and maintain quality service delivery through the development, facilitation and review of individualised service planning and delivery.

i. CHC43015 Certificate IV in Ageing Support (78 Weeks) CRICOS Course Code 093674K

This qualification addresses work primarily in residential facilities including aged care settings within clearly defined organisational guidelines and services plans.

These workers carry out activities related to maintaining individual well-being through personal care and/or other activities of living, provide services to individuals with complex needs, and may be required to supervise and/or coordinate a limited numbers of other workers

j. HLT54115 Diploma of Nursing (104 Weeks) CRICOS Course Code 095125A

The AHIC Diploma in Nursing qualification reflects the role of an enrolled nurse working under supervision of a registered nurse. This qualification covers the application of skills and knowledge required to provide nursing care for people across the health sector. The lifespan continuity approach is used and underpins in this qualification. Relevant competencies that relate to the different stages of life are identify within each individual unit of competencies.

k. ICT40415 Certificate IV in Information Technology Networking (52 Weeks) CRICOS Course Code 095647G

This qualification provides the skills and knowledge for an individual to install and manage small scale networks, either as an independent network support technician or as part of a team.

l. ICT50415 Diploma of Information Technology Networking (52 Weeks) CRICOS Course Code 095650B

This qualification provides the skills and knowledge for an individual to manage, as an independent ICT specialist or as part of a team, the installation of a range of networks, including internetworking, security and e-business integration.

m. ICT60215 Advanced Diploma of Network Security (52 Weeks) CRICOS Course Code 095651A

This qualification provides the skills and knowledge for an individual to plan, design, manage and monitor an enterprise information and communications technology (ICT) network as an independent ICT specialist or as part of a team responsible for advanced ICT network security systems. The qualification has a high-level ICT technical base with appropriate security units and the ability to specialise in a number of areas, including voice, wireless, network infrastructure and sustainability.

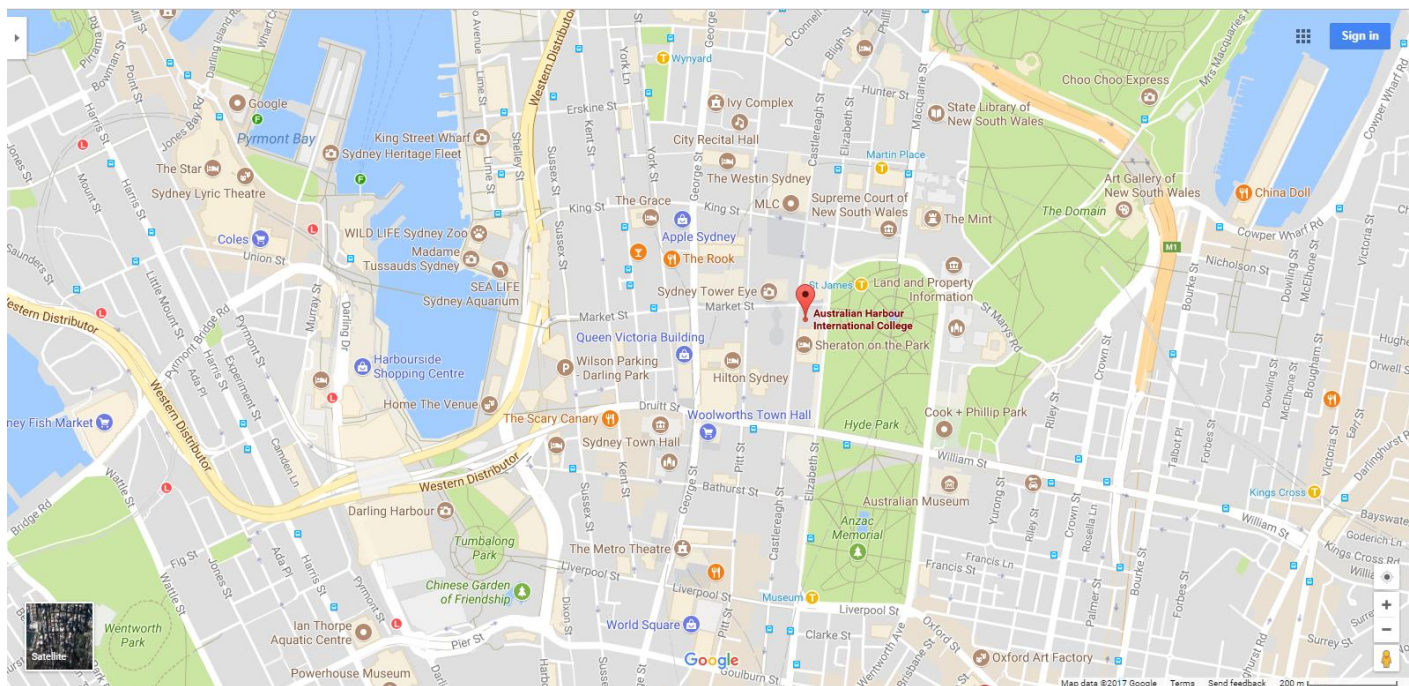
4 COLLEGE LOCATION

The Australian Harbour International College is located at:

114-120 Castlereagh Street, Sydney NSW 2000

We are on **Levels 2, 4, and 5** of the building.

This is a very central location close to transport, shops and the commercial heart of Sydney.



5 ORIENTATION TO THE COLLEGE AND THE COURSE

Student services staff will organise your orientation. On your first day at our college, the team will welcome you, answer your questions and give you information about:

- About the College and welcome
- Our vision and mission
- Campus virtual picture
- Student diversity
- Course delivery
- College facilities and student resources
- An overview of AHIC assessments
- Mandatory online learning attendance
- USI Number
- Financial obligations
- AHIC Staff
- Facilities and support
- Intervention strategy
- Academic rules
- Counselling procedures
- General campus rules
- New term information
- Student security and safety tips
- Student Support information
- AHIC's responsibility
- Students' responsibility
- Point of contact
- First aid officer
- Floor warden
- Emergency evacuation procedures
- Fire evacuation assembly points for level 2, level 4, and level 5
- AHIC's location and contact details
- Our photo gallery

You are required to attend an orientation session and sign off on this activity. We will ask you to complete a form that updates your personal details for the College database including more information about your background and any special needs. As a registered training organisation, we are obliged to collect this information.

6 OVERSEAS STUDENT HEALTH COVER

Overseas Student Health Cover (OSHC) is a government requirement. Family includes the student, the spouse of the student and any dependent children of the student up to 18 years of age who have been authorised to enter and remain with the student and who are residing at the same place of residence as the student in Australia.

Bupa: Health & Care is the organisation that provides this service to international students.

The Bupa Membership Card normally takes 6 weeks and deliver to the College. Remember to request a receipt when you pay for the doctor's consultation. Bupa: Health & Care will reimburse some of your expenses for the conduct of the doctor's diagnoses and treatments.

You can talk to our Accounts Officer if you need any help in regards to the arrangement of a Bupa card on your behalf.

For more detailed information on OHSC refer to:

www.bupa.com.au or alternatively contact Bupa: Health & Care by phone on 1800 812 535

7 STAFF CONTACT PERSONS

The Student Services Manager is the designated official point of contact for overseas students. Additionally, staff undertake the following roles and responsibilities in relation to international students:

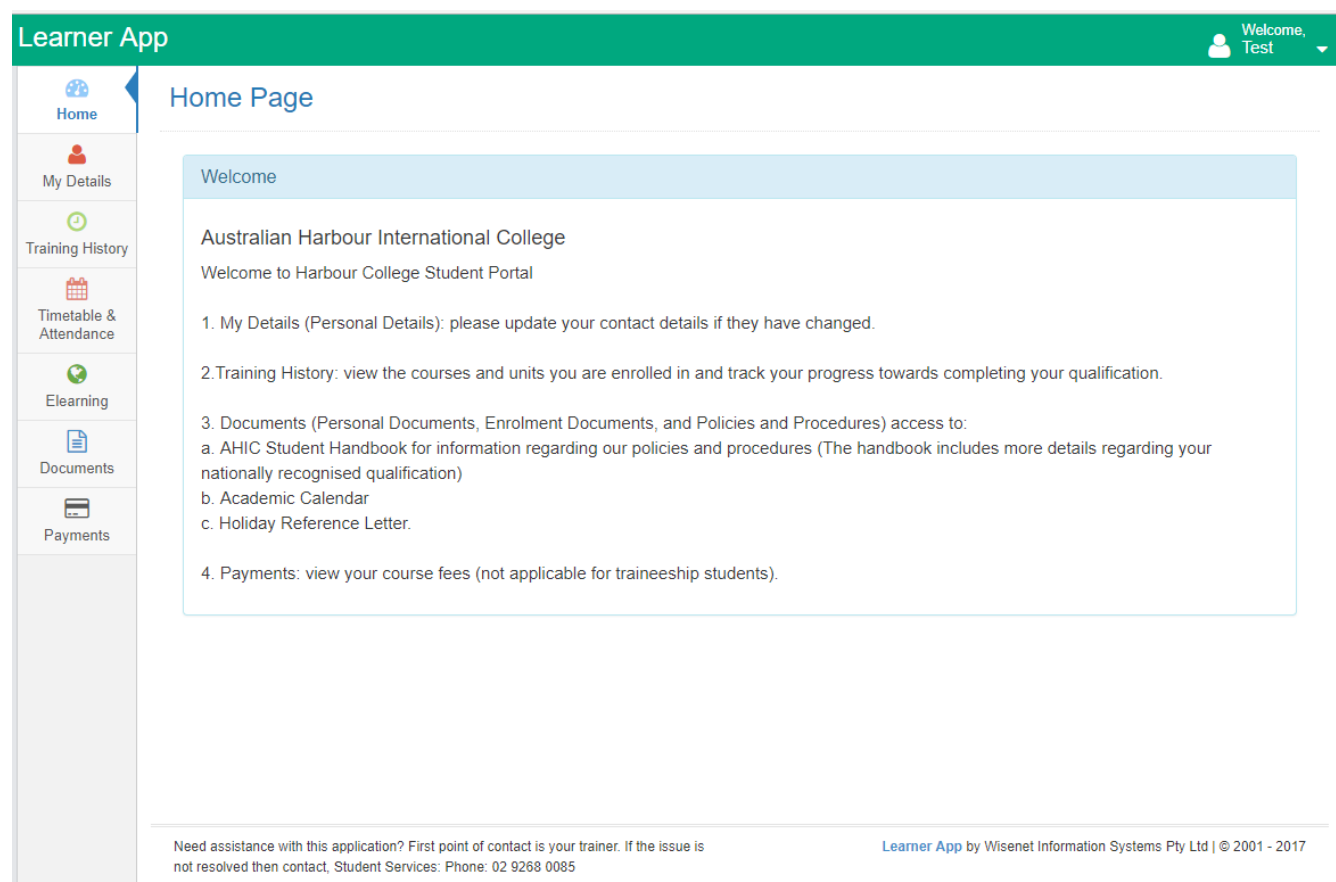
After hours Emergency contact Matrika Bimoli 0431 763 645 or matrika@ahic.edu.au

Contact Person	Role of Responsibility	Email
Matrika Bimoli	Principal Executive Officer	matrika@ahic.edu.au
Suman Bhetwal	Business Manager/ Legal and Compliance	suman@ahic.edu.au
Dinita Kaucha	Student Services/Administration Manager	dinita@ahic.edu.au
Indrajit Das	Academic Manager	indrajit@ahic.edu.au
Daniel Tissot	Health Science Manager	danny@ahic.edu.au
Thuy-An Le	Head of Nursing and Health Sciences	an@ahic.edu.au
Michael Dalton	Language, Literacy & Numeracy (LLN) Support	michael@ahic.edu.au
Madan Koirala	Management Accountant	madan@ahic.edu.au
Dipesh KC	Sales and Marketing Manager	admissions@ahic.edu.au
Nayantara Bhetwal	Admissions / Student Services	nayantara@ahic.edu.au
Reny Iskandar	Academic and Intervention Officer	reny@ahic.edu.au
Suraj Regmi	Accounts Officer / Trainer	suraj.regmi@ahic.edu.au
Trisandhya Bhainashni	Accounts Officer	trisandhya@ahic.edu.au
Saru Yakha	Accounts Officer	saru@ahic.edu.au
Giah Bernardino	Student Services / Receptionist	giah@ahic.edu.au
Rijan Gautam	Administration Officer	rijan@ahic.edu.au

8 AHIC STUDENT PORTAL – A “GO TO” PLACE FOR INFORMATION

The AHIC website www.ahic.edu.au includes a student area. There is a lot of information here for you on the website. However, when you are an official student with our College, you will receive an email including a username and password, allowing you to log in and enter the Student portal. This is where you can keep up to date with your course; update your details and much more.

We will show you round the website and student portal as part of your orientation to the College.



9 ADDRESS AND CONTACT DETAILS

As a student, you must provide your current residential address and keep this up to date at least every 6 months. Failure to do so may result in a cancellation of your Student Visa by the Department of Home and Affairs.

There are two ways of doing this if your address changes:

- Fill in a Student Request form that is available at Student Services area (Level 4). It is important to notify Student Services in person within 7 days if you need to notify us of a change of address and contact details, or
- Go onto the website and in the student portal, log in with your student number and update your details.

10 STUDENT CARD

When you start at the College, Student Services Officer will arrange for you to receive an AHIC College student card. On orientation day, you will receive your student card after the session finished. The student card can be used as a concession card at museums, theatres, cinemas etc. These cards are not valid on public transport in Sydney, as international students must pay adult fare. There is a charge of \$10 for the replacement of a lost card.

11 COLLEGE ACADEMIC CALENDAR AND INTAKES

The academic year of Australian Harbour International College is 36 weeks divide into 4 terms of 9 weeks for every term. Students have to study a minimum 20 hours per week. **Students are only allow taking breaks during public holidays and nominated College holidays.**

Term 1	Break	Term 2	Break	Term 3	Break	Term 4	Break
9 weeks	4 weeks	9 weeks	3 weeks	9 weeks	4 weeks	9 weeks	5 weeks

12 COURSE TIMETABLE AND RESULTS

Timetables and room allocations are set in advance but may change each term.

Timetables and results will be posted approximately 1 week prior to the commencement of the next term which accessible in the student portal-wisenet.

New students will receive their timetable during orientation day and once you are able to login to the Student Portal, please check your timetable online.

13 FACILITIES AND EQUIPMENT

The Australian Harbour International College has its administration areas on Level 4.

There are lecture rooms and computer rooms on Level 2 and Level 5.

There is a student common area and lounge area on Level 2.

Training facilities include:

- Fully resourced lecture rooms
- Suitable training equipment set up safely and securely
- Adequate acoustics, ventilation and lighting
- Amenities for meal breaks
- Toilet facilities
- Computers with access to the Internet
- Simulated room for Diploma of Nursing

In the event of a planned relocation of the College, we will notify both ASQA and our students at least three weeks prior to the relocation-taking place. This notification will provide details of our new address, a map of how to get there with other details relevant to the relocation and student studies during this transition period.

14 STUDENT COMMON AREA AND FACILITIES

The student area on Level 2 can use for meals and sessions break. Please keep this area clean and tidy.

15 STUDENT SUPPORT SERVICES

AHIC supports students to adjust to study in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their courses.

AHIC assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

Student support services available to students in the transition to life and study in a new environment

- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa conditions relating to course progress and/or attendance

AHIC provides the opportunity for students to participate in services and provides services designed to assist students in meeting course requirements and maintaining their attendance

AHIC provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study. These services are provided at no additional cost to the student. If AHIC refers a student to external support services, AHIC will not charge for a referral.

AHIC has a documented Critical Incident Policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow up to the incident, and the records of the incident and action taken.

AHIC will designate a member of staff or members of staff to be the official point of contact for students. The Student Services Manager or Officers, will have access to up to date details of AHIC support services.

AHIC ensures that the staff members who interact directly with students are aware of the obligations of AHIC under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information of communication to staff through inclusion in Staff meetings and AHIC policies.

External Counselling Services and Assistance

- There is a list of support services on the notice board at reception.
- Details of local legal, medical and emergency support services are provided on the notice board level 2 and level 5.
- You can ask the Student Services Officer for the up to date list of support services

16 MORE ABOUT STUDYING AT AHIC - TEACHING METHODS

Our teaching methods include face-to-face instruction and online to groups of students and one-to-one individual support, attention and assistance.

All instructions are in English. The College is set-up with facilities, which provide plenty of opportunity and ample space for you to practice and develop your skills.

17 EDUCATION SUPPORT AND TUTORIALS

Our trainers want you to do well in your study, so we offer education support strategies such as:

- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Individual in class support and advice to students.
- Encouraging students to work at their own pace.
- We offer additional tutorial times for students to work in small groups with their trainer.
- You can book in to a tutorial by email – ask Student Services about tutorial bookings or email your trainer directly to organise your tutorial time.

18 CONDUCT OF ASSESSMENT

Assessment is conducted in accordance with the curriculum we use. The assessment is competency based which means you are tested against the standards outlined in the units of competency within the relevant National Training Package and its defined assessment guidelines.

It includes:

- Assessment during the training to judge how you are progressing
- Assessment of performance at the end of the units of training
- Recognition of prior learning or recognition of current competency

Assessment methods may involve you in:

- Demonstration of practical skills / role play
- Written questions
- Oral questions
- Presentations
- Case studies and business simulations
- Exams or Final knowledge tests
- Projects / reports

At the start of every subject, you will be given information on the subject and a delivery schedule including the units of competency and the assessment activities to be completed. The outcomes of assessment are C for *Competent* or NYC for *Not Yet Competent*. Those assessed as NYC (*Not Yet Competent*) can request a reassessment as soon as the results are published in the Student Portal. There are fees for reassessment \$150 per unit.

During the course, your trainer will maintain your individual assessment records in both hard and soft copy. Any plagiarism on assessments \$250 is the penalized for reassessment per unit.

19 RECOGNITION OF PRIOR LEARNING (RPL)

If you believe you already have the skills and knowledge required to demonstrate competency, you can request RPL. It does not matter whether you acquired your skills and knowledge through informal learning, work experience and/or life experiences.

To request RPL you will need to:

- Read your course information and talk to the Academic Manager if there is anything you need explained
- Collect and complete the Application for Recognition of Prior Learning form
- Complete an RPL interview with a Trainer

- Confirm you are eligible for RPL then go ahead with your evidence collection
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work)
- Organise the evidence you have for each unit of competency
- Present your evidence and the list of evidence for assessment.

The assessor may ask you to undergo a challenge test. You will be provided with a written report on the outcomes of the assessment of your application for RPL which you will be required to counter sign. This report will be filed in your personal file.

Where RPL is granted before the issue of a student visa via Australian Harbour International College, the nett course duration (as reduced by RPL) will be indicated on the eCoE issued for that student.

Where RPL is granted after the student visa is granted, the resulting change of course duration will be notified via PRISMS.

A fee of \$150 per unit does apply to complete the RPL assessment application. If a student is granted RPL, there may be a reduction in the total course fee. This will be explained in a letter to the student.

20 CREDIT TRANSFER (CT) ADVANCED STANDING

The Australian Harbour International College recognises relevant AQF qualifications and / or Statements of Attainment issued by any other RTO. Academic Manager require to verify the authenticity of such documents as required and determine the currency of the units of competency/modules indicated on the transcript.

We usually assess credit transfer requests at the application stage as this will affect the study load and the letter of offer to the student.

Credit Transfer application fees is \$50 per unit. The resulting change of course duration will be notified via PRISMS.

21 STUDENT FEEDBACK IS WELCOME

At the end of a subject and the end of the course, the student will receive an email to complete Student survey through Survey Monkey. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

22 ISSUANCE OF QUALIFICATIONS

On successful completion of all units of competency, you will be issue with a full AQF qualification, transcript of competencies, and completion letter of achievement. If you do not complete the entire course of study, a Statement of Attainment will be issue for the successful completion of individual units of competency, upon student's request.

23 AHIC TRAINERS

Trainer Qualifications

The Australian Harbour International College trainers have the relevant qualifications required for the courses and the National Training package and the VQF. These include:

- Similar or higher qualifications
- Qualifications in training and assessment
- More than 3 years' experience in the relevant industry

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assist all students to achieve the course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

24 STUDENT ATTENDANCE

The Australian Harbour International College will record and monitor student attendance throughout the course.

All course participants are required to attend a minimum of 15 hours of face to face and 5 hours of online learning per week to meet their student visa requirements and to gain maximum benefit from the classes. The minimum attendance requirement set by AHIC is 70% for each term while classes are in session. At each session, your trainer will log into the student database and register attendance.

Your attendance is recorded in our student management system and Intervention Officer check this regularly.

Should you be unable to attend classes for reasons such as illness or serious family problems, you are required to contact student services and explain your absence.

A medical certificate from a registered general practitioner is required if you are sick and this will be recorded on the attendance records. You must provide a copy of their medical certificate upon return to class and keep the original for future records.

If your attendance falls below 70% for the study period, Intervention Officer will notify you via email then if attendance drops lower, he/she will send you warning letters and ask you to come and see the Intervention Officer or the Principal. AHIC will offer intervention in cases where low attendance suggests problems in your study and life.

If you are absent for 15 consecutive days, you will be sent a second notification and must come to the College to meet and explain your situation to the Intervention Officer. You will be placed on intervention and be required to improve your attendance for the study period.

We do this to make sure you are progressing with your studies. If you do not attend, you will not be able to keep up with the work and assessments. As a full time international student, you are required to attend 15 hours face to face and 5 hours online per week. In addition, Health Science course requirement is 15 hours face to face and 5 hours online with 120 hours work placement in total but Diploma of Nursing course requirement is 15 hours face to face and 5 hours online with 400 hours work placement in total.

25 COURSE PROGRESS

AHIC has adopted the National Code Standard 8 Course Progress policy. This means students will be made aware of our policy and procedures for recording and monitoring course progress, and then those students who are at risk of failing to meet course progress requirements will be proactively notified and counselled. As a registered CRICOS provider, we are obliged to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Study period

The study period for course progress is 1 term of 9 weeks.

Two consecutive study periods for reporting purposes

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in 2 (two) consecutive study periods.

Where the course is a short course (less than 6 months) then the study period is the length of the course.

AHIC Unsatisfactory course progress is failure in 50% of the subjects over the study period.

Students receive a Subject Outline that indicates the timetable for the subject, the assessment tasks and the due dates for assessment tasks to be submitted. Trainers monitor academic performance for every term and students who are having difficulty will be offer a range of support options and student can request for additional tutorial.

When a student does not meet the course requirements for two consecutive terms they may be reported to DEPARTMENT OF HOME AND AFFAIRS via PRISMS as required under section 19 of the ESOS Act 2000 and this may result in their visa being cancelled.

Here are the steps we follow for course progress.

Notification to the student of results and the intervention strategy

Intervention strategy for a subject

Trainer will provide the results to the students as well as students can access their results through the Student portal.

Where a student falls below the minimum satisfactory requirements for the subject a letter outlining the AHIC intervention strategy will be sent and it may include any or all of the support strategies.

- Offer to re-submit written work
- Offer to re-do a major assessment
- Offer of academic counselling and a meeting with the Trainer or Academic Manager
- Offer to repeat the term where it may impact with COE's duration

SUMMARY OF ATTENDANCE AND COURSE PROGRESS NOTIFICATIONS

Warning Letter (Email) # 1 Not Yet Competent for satisfactory course progress and/or attendance below 70%	Students who fall below the minimum set by the Intervention Officer are send Email notification warning of their attendance status and Not Yet Competent for course progress across the study period – at week 6 of the term and/or Week 10 of the term.
Warning letter (Email) #2 URGENT second warning - If they do not respond to warning letter #1 and not at satisfactory course progress/attendance we will send an intervention letter	Students who continue to fall below the minimum course progress standard set by the Intervention Officer at the end of term or Week 6 of the next term are send (Email) warning notification of their course progress in that period. The student is required to attend an intervention meeting at the College. The student is allowed time for the internal and external appeals process (10 working days)
Warning letter #3 Intention to report to Department of Home and Affairs This will occur when: There is no response to warning letters #2 and intervention has not been taken up. Unsatisfactory course progress at the end of 2nd consecutive study period. Where there are no compassionate grounds established, - College intends to report unsatisfactory course progress.	No response to the warning letters and offer of support through intervention and no appeal process initiated by the students means the Intervention Officer will escalate to the Principal/Academic Manager and send a final notification to the student that the College will report to Department o Home and Affairs for unsatisfactory course progress. This occurs at week 6 of 2 nd consecutive term or end of the 2 nd consecutive study period. The student if allowed time for the internal and external appeals process (20 working days)
Notification to Department of Home Affairs– No response to warning letter #3, intervention meeting, and no appeal.	Australian Harbour International College email the NOICC notice that PRISMS generates and send via email this to the student and a copy will be keep in student file. The student given an opportunity to respond to the NOICC and explain their situation.

26 INTERVENTION – SUPPORT FOR STUDENTS

When warning letters are sent out to students, the intervention meeting is offered and the student must attend this meeting. The intervention meeting is a chance to find out what is happening for the student and offer support. The support may include any or all of the support strategies:

- A. Counselling on course selection
- B. Counselling to clarify if personal situations are impacting on student results
- C. The option of repeating a subject in a later semester or the summer term
- D. Offer to attend tutorials in the following term
- E. The cost of repeating a subject and tutorial support
- F. Transfer options for the student
- G. Clarification of student visa implications for continued unsatisfactory progress in the second study period
- H. The complaints and appeals process and the fact that the student has 10 working days in which to follow this up.

The Intervention Officer and the student will sign the intervention meeting recorded in the students file. The record will be added to the student notes section in the student management system.

27 COMPASSIONATE OR COMPELLING CIRCUMSTANCES

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

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

In these circumstances, the PEO may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, AHIC will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

28 MAINTAINING YOUR STUDY LOAD

AHIC is required to monitor the enrolment load of students to ensure that at all times you are in a position to complete the course within the duration specified on your visa. There are limited circumstances in which students are permitted to receive an extension to the expected duration of study for the course.

Approved Additional Subjects of Study Load

- a. AHIC may permit a student to undertake fast track over the academic year in the following limited circumstances;
- b. Student has been awarded exemptions (Credit) or RPL and there is no available course in that study period which will contribute to the program; or
- c. Student has not passed the required prerequisite courses to allow further enrolment; or
- d. Student has been approved for additional subjects' year as part of an intervention strategy for students who were at risk of not meeting satisfactory course progress to repeat the term
- e. Student has been granted an approved leave of absence under compassionate and compelling grounds.

Students who permitted to undertake fast track will be provide with a revised study plan, which must be followed for all future study periods.

29 COURSE VARIATIONS, SUSPENSION, DEFERMENT, AND CANCELLATION

In some circumstances, the College and/or the student can vary the timetable, or the course or the enrolment status. This will consider on a case-by-case basis.

Change of course form is available at Student Services Area and one of AHIC Marketing or Admissions officer will assist the student for the enquiry. It is applicable during the first week of enrolment only with extra fees \$150 per application.

Other enquiries related to Withdrawal/Cancellation, deferment form, and change of timetable may discuss with Student Services and refer to admissions team or the Principal.

The situations include:

- Defer commencement date
- Suspension of enrolment
- Cancellation of enrolment (by the student or the College) Change in schedule
- Change of course
- Change of timetable

30 WITHDRAWALS AND TRANSFERS

- In the event the students intend to transfer their study to another provider, the Withdrawal/Cancellation form is completed. The student must meet with Marketing and admissions staff.
- Australian Harbour International College is responsible for assessing the student's request to transfer within the first 6 months where AHIC is the principal course of study. Such a request will assess and the decision explained to the student in a personal interview and in writing.
- AHIC will consider a student's request to transfer out of the College prior to the first 6 months and this may be granted where the transfer will not be to the detriment of the student and where exceptional circumstances exist.
- After the first six months of the principal course, no restrictions apply. Therefore, the student is entitled to transfer out of AHIC after 6 months and we will advise and process this request.

31 FEES POLICY

Fees

\$250 application fee applies before enrolment for all courses is mandatory and this fee is non-refundable.

All students at AHIC make fee payments in advance on a term by term basis.

At the time of enrolment, students are required to pay the following fees:

Application fee (also referred to as the enrolment fee) and the first term of tuition fee. From this point students will receive written notice of their next fee due date four weeks before the completion of the existing term.

Fees are expected two weeks before the next term.

If the tuition fee is not paid on time, then a late payment fee may apply as follows:

- After 7 days overdue \$200
- After 14 days overdue \$400

Should fees remain overdue for more than 14 days AHIC will inform the student of their intention to report them for non-payment of fees to Department of Home and Affairs via PRISMS.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

Students can log in to their student portal and see the details of payments made and amounts owing for their course.

Schedule of Non-Tuition (Administration) Fees

Application Fee (also known as Enrolment Fee)	\$250	Refund processing fee	\$250
Overdue tuition fee – 7 days	\$200	Cancellation and Course variation fee	\$150
Overdue tuition fee – 14 days	\$400	Transfers processing fee	\$250
Change of COE details	\$100	Course Material Fees	\$50 Per term
Re-enrolment fee	\$500	Interim academic transcript	\$20
RPL fee per unit	\$150	Reference letter	\$10
Credit transfer fee per unit	\$50	Re-issue of record results	\$100
Reassessment per unit	\$150	Replacement qualification testamur	\$100

32 REFUND POLICY

In the unlikely event of default by Australian Harbour International College, the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 cover such situations.

In the circumstances of provider default where the student chooses the refund option, Australian Harbour International College must refund the student all course fees. Refund will be paid to students within 14 days of the default day.

Situations where a provider default may occur include:

- The course does not start of the agreed starting date which is notified in the Offer Letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the College has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the College's expenses, then the College is relieved of its liability to make the payment. The student must advise the College in writing whether they agree to the alternative arrangement.

AHIC's refund policy applies to both commencing and re-enrolling students. It is set out in the Handbook and below. All requests for a refund must be submit on the appropriate refund application form and shown the official documentary evidence of the grounds for the request.

Your initial application fee to AHIC is not refundable.

Refunds apply only to tuition fees and will only be paid to the applicant through an Australian Dollar draft.

Total Refund of Tuition Fee

In the unlikely event that the College is unable to provide the course for which an offer has been made. An alternate offer of a place will be offered at no extra cost to the students as well as the refund option.	A total refund will be granted under these circumstances
An offer of a place is withdrawn by AHIC (The exception is when the offer was made based on intentional incorrect information).	
The applicant is unable to obtain a visa from an Australian Diplomatic Office.	

Applications for a total refund on the above grounds must be lodged at least 2 weeks prior to the commencement of the term for which the offer is made. The student must provide a certified copy of the official letter of visa application rejection by the Department of Home and Affairs along with their application, in order for the refund application to be approved.

Partial Refund of Tuition Fee

The amount of partial refund is determined as follows. Administrative fees and applicable deductions are applied:

Request is more than 10 weeks before the commencement of the term/ next term	Full refund.
Request is less than 10 weeks but more than 6 weeks before the commencement of the term	refund is 70% of tuition fees paid
Request is less than 6 weeks but more than 2 weeks before the commencement of the term	refund is 50% of tuition fees paid
Request is less than 2 weeks before the commencement of the term	refund is 30% of tuition fees paid
If a student withdraws from the course on or after the course commencement date.	the student will not be eligible for a refund for the fees
Withdrawal from a course on illness and compassionate grounds	refund will be decided on a case by case basis.
If a student holds a valid student visa at the time of enrolment with AHIC, but after commencing their course, their current visa expires and a subsequent visa application is applied for and rejected.	Fees paid for 6 months is not refundable. Refund for any tuition fees paid for subsequent semester to AHIC will be calculated on a pro-rata basis (calculated on a weekly basis as per the AHIC term calendar) minus any applicable deductions*.
Student transfers to a second course within AHIC without completing the first course after commencement.	Total Fees for Certificate III in Individual Support is \$15,000.00 and Certificate IV in Ageing Support is \$22,500.00. Fees less than this offered to students is in the form of scholarship which will be taken in the last semester. If the student request for transfer to 2 nd course, fees credit will be based on the student's full fees and not the scholarship fees. The tuition fee paid for the 1 st course will be credited on a pro-rata basis towards the tuition fee of the 2 nd course. If the credited amount is greater than the total cost of the second course no refund will be applicable.

If the College has paid an amount to a representative in relation to recruitment, the refund will be further reduced by that amount.

No refund

False or misleading information in application forms or during study	automatically disqualifies you from any refunds
Student is terminated due to serious breach of the College rules or a breach of visa conditions including non-attendance or unsatisfactory progress	No refund
Student defers enrolment and commencement date	Tuition fees will be held by the College until course commencement date. If the student doesn't commence the course after deferment – no refund.
Cancellation/Withdrawal (approved/disapproved by AHIC) before or after the Commencement Date of a course or package program.	No Refund: Paid Course Tuition and Non-tuition Fees for the course withdrawn from and any subsequent package courses.
Cancellation of CoE and Reporting for breach of student visa conditions, conditions of enrolment and/or National Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.)	No Refund: Paid Course Tuition and Non-tuition Fees for the course withdrawn from and any subsequent package courses.

How to claim a refund

Requests for refund should be made in writing to the PEO with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 day of receipt of the claim. A documented administrative fee \$250 will be charged for processing refunds. The \$ enrolment fee is not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if an agent or parents paid the tuition fee, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

Staff is responsible for referring all enquiries regarding fees, charges and refunds to the PEO.

32 RECORDS MAINTENANCE

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth and nationality. The start and completion day of the student's course, attendance and academic performance details of payments received, information on International student health cover, level of English language proficiency, and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

Your records are confidential and available to you on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

Information provided by the students to Australian Harbour International College may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

Australian Harbour International College is required under section 19 of the ESOS Act to inform Department of Home and Affairs about certain changes to a student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

We keep copies of your results for a period of 30 years. You must bear the cost for re-issue of records and awards.

33 LEGISLATIVE AND REGULATORY REQUIREMENTS

The Australian Harbour International College is bound by and operates within the following legislative and regulatory requirements:

- Education Services for Overseas Students (ESOS) Act 2000
- ESOS Regulations (2001)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018)
- VET Quality Framework (VQF)
- National Vocational Education and Training Regulator Act (2015)
- Human rights and Equal Opportunity Commission (HREOC) Act 1996
- Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)
- Commonwealth Racial Discrimination Act (1975)
- Commonwealth Industrial Relations Act (1998)
- Commonwealth Sex Discrimination Act (1984)
- Commonwealth Industrial Relations Reform Act (1993)
- Commonwealth Racial Hatred Act (1995)
- Commonwealth Disability Discrimination Act (1993)
- NSW Anti-Discrimination Act 1977
- Copyright Act 1968

- Equal Opportunity Act
- Work Health and Safety Act (2011)
- Work Health and Safety Regulations 2011
- Workers Compensation Act
- NSW Anti-Discrimination Act 1977
- Workers Rehabilitation and Compensation Act (1986)
- Migration Act 1958

These legislations are available at website www.austlii.edu.au and www.legislation.nsw.gov.au

You can also go to the regulator website for more information - ASQA www.asqa.gov.au

You can also go to the website and links through Study in Australia called Future Unlimited www.studyinaustralia.gov.au

34 WORK HEALTH, SAFETY ACT AND WORK COVER NSW

The Australian Harbour International College guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

At orientation we will talk to you about emergency evacuation procedures. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students at the collection point (Hyde Park) for a roll call check.

No Smoking is allowed in any area of the College. If you wish to smoke you must leave the premises. There are rules about smoking within 4 meters of the entrance that must be applied by all staff and students.

A First Aid Kit is located at Reception area on level 4.

You are responsible for:

- Always conducting yourself in a safe and healthy manner.
- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- Refraining from smoking
- Refraining from drinking and/or eating in the classrooms.

35 ANTI-DISCRIMINATION

The Australian Harbour International College is committed to providing a fair and equitable College for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:

- Ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the College.
- Reporting any discriminatory behaviour or harassment to your trainer.

36 ACCESS AND EQUITY

Australian Harbour International College provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

Recruitment to the Australian Harbour International College is carried out in an ethical manner in accordance with Access and Equity principles

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

Should you have any access and equity issues you may approach your trainer in the first instance. If you do not wish to do you may contact the Student Services Manager.

37 STUDENT RESPONSIBILITIES/CODE OF BEHAVIOUR

While you remain a student at the Australian Harbour International College it is your responsibility to:

- To conduct yourself in a safe and healthy manner.
- To behave in a manner, prevents injury and disease to you, your trainer and fellow students.
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To comply with and assist in the College's emergency procedures.
- To refrain from smoking anywhere in the College building
- To refrain from drinking and/or eating in the lecture and computer rooms.
- To attend class regularly and punctually.
- To discuss any complaints or grievances with your trainer or student services staff.
- To not be discriminatory, harassing or bullying at all times to other students, staff or visitors to the College.
- To report any discriminatory behaviour, harassment or bullying to student services staff.
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices, this may disrupt classes. e.g. mobile phones and devices.

Students who choose not comply with the Code of Behaviour will be given a verbal warning in the first instance, a written warning in the second instance and must meet with the Intervention staff to manage the behaviours. Continuing inappropriate behaviour is grounds for cancellation by the College.

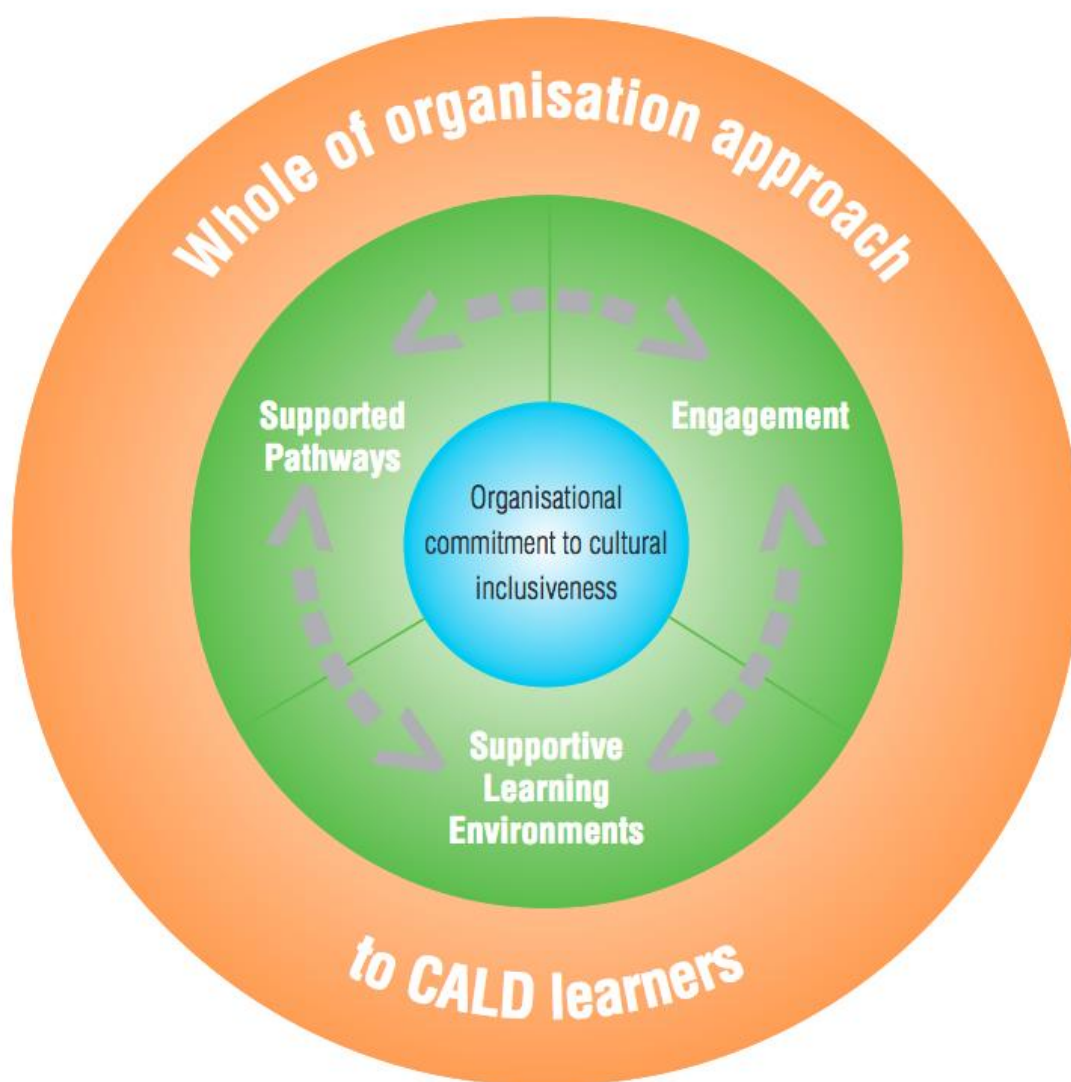
38 COMMITMENT TO ENGAGING AND ENABLING CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) LEARNERS

AHIC acknowledges as evidenced in Cultural Diversity in Action Report (DVLC 2012) that CALD students enjoy study when its:

- close to home (the most important reason)
- interesting range of classes offered, including weekend classes
- relevant curriculum

- small classes and individual attention
- friendly and patient teachers
- individual pre-training assessments
- good facilities
- warm, friendly atmosphere
- multicultural mix
- flexibility to change classes
- opportunities to make friends
- social events.

AHIC agrees and commits to the Framework for Good Practice outlined in this study as represented in the diagram on the following page:



In summary, we engage with the student cohort prior to and during their time with us, provide supportive learning environments and pathways, and take a whole of organisation approach to engagement and inclusion.

39 PRINCIPLE OF SUPPORTIVE LEARNING ENVIRONMENTS

(Achren et al. 2012)

AHIC also subscribes to and implements in contextualised form the 12 strategies outlined by Ahcaren et alia, in their study:

- Strategy 1: Identify the demographics of our student cohort
- Strategy 2: Understand the cultures and backgrounds of our student cohort
- Strategy 3: Develop innovative ways to reach our student cohort
- Strategy 4: Consult with student cohort about their needs
- Strategy 5: Promote social inclusion
- Strategy 6: Develop the intercultural skills of staff
- Strategy 7: Acknowledge the cultural nature of education and training
- Strategy 8: Establish support programs for our student cohort in VET

- Strategy 9: Re-evaluate training and assessment practices
- Strategy 10: Embed pathways support into program delivery
- Strategy 11: Explore the culture-specific nature of workplaces
- Strategy 12: Maximise opportunities to experience the Australian work context

Our experience also confirms the following issues for student placement providers and teachers and AHIC has a range of strategies in place to address these issues:

Reference: Study done by Adult, Community and Further Education (ACFE) at the Diamond Valley Learning Centre (DVLC) in 2012

<http://www.education.vic.gov.au/Documents/about/research/acfepublications/caldlearners.pdf>

Former and current Learners	Employers	Trainers
Oral communication, e.g. reporting, clarification strategies	Oral communication, e.g. taking instruction	General English support
Specific language, e.g. medical terms		Specific language e.g. medical terms/ anatomical terms
Specific literacy, e.g. progress notes, care plans, incident reports, legal requirements	Specific literacy, e.g. charting, understanding policies & procedures, documents	Specific literacy, e.g. incident reports, progress notes, medication charts
More cultural awareness of the workplace, e.g. rapid pace, working in teams, understanding roles in the hierarchy, teamwork	More pre-placement preparation, e.g. realistic expectation of the work role, understanding roles in the hierarchy, observing professional boundaries	Culture-specific nature of aged care
Hands-on practice needed, e.g. manual handling of elderly residents, unfolding wheel chairs, personal care tasks	Basic tasks, e.g. brushing teeth, performing tasks to deadlines	

40 INCLUSION AND DIVERSITY COMMITMENT POLICY

AHIC is committed to building an inclusive and diverse workforce, starting with the way the organisation approaches its commitment to diversity with its students. This means creating an inclusive learning culture that promotes the skills and insights of our international students irrespective of cultural diversity, gender, ethnicity, generation, sexual orientation or disability.

Aboriginal and Torres Strait Islander people

AHIC aim to:

close the gap in training outcomes for Aboriginal and Torres Strait Islander people and improve career opportunities, including culturally appropriate education, training and employment

Approaches used:

- tap into the skills and knowledge of Aboriginal and Torres Strait Islander people to provide cultural safety awareness training and mentoring of students.
- implement, monitor and evaluate Aboriginal and Torres Strait Islander student capabilities
- promote cultural celebrations such as NAIDOC week in the college facilities

Culturally and linguistically diverse groups

AHIC aim to provide an inclusive working environment that respects and values the contributions of people of different backgrounds, experiences and perspectives.

Approaches used:

- exploring opportunities to improve training and assessment delivery through enhanced use of bi-lingual vocational staff
- developing and implementing information sessions for working with and attracting a diverse international student cohort

- promote cultural celebrations such as Nepalese festivals in the college facilities

Mature aged workers

We are committed to the recruitment of older international students who have previous experience in healthcare related work as they represent a valuable section of the workforce that are able to provide professional healthcare experience, expertise and knowledge.

Approaches used:

- providing recognition of prior learning through a recognition assessment process
- establishing a mature aged working group that can assist each other in the course program work and information technology skills that need development

People with disability

A disability is any condition that restricts a person's mental, sensory, or mobility functions. It could be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.

Approaches used:

- promote accessibility support for people with disability e.g. automatic lift to all floors where teaching is carried out.
- Increased sized print outs of training and assessment resources if required for a person with visual impairment
- Longer assessment time for practical skill for a person with motor or sensory disability
- Verbal assessment answers for a person who has difficulty typing or providing written documentation

Gender equity and LGBTIQ+

Our guiding principle is that women and men have the same rights and access to learning opportunities. AHIC is committed to supporting LGBTIQ+ students and creating an inclusive and diverse learning environment.

Approaches used:

- create learning environments where all students of both genders and LGBTIQ+ thrive.
- create opportunities for future employment and career success

41 COMPLAINTS AND APPEALS

AHIC provides a process for complaints and appeals policy and procedure.

Despite all efforts by AHIC to provide satisfactory services to its students, complaints may occasionally arise that require formal action and resolution. The following procedure provide students with the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that are designed to satisfy all parties involved. We will vigorously follow through complaints following our internal procedures making sure each step follows the principles of natural justice and procedural fairness. The College complaints and appeals processes are independent, easily and immediately accessible and no cost or inexpensive for the parties involved.

Complaints and appeals come in two different types – Academic and Non-Academic as defined below.

Academic Complaint and Appeals: Refers to an appeal about an academic matter:

- Your course
- trainers and training delivery
- Course progress and or attendance
- your assessment result or assessment outcomes

Non-Academic Complaint and Appeals:

- AHIC and administration staff
- A Trainer or an Assessor
- Another course participant or person at the College

Procedure for a grievance, complaint and appeal:	
1. Discuss the issue with the member of staff or trainer involved or course participant	1 You might have a grievance or complaint about: AHIC and administration staff Your course or your assessment result A Trainer or an Assessor Another course participant or person at the College We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern.
2. Discuss the issue with a Manager	2 Where talking with the person is not appropriate, the complaint can be discussed with a member of staff –probably a manager by phone or through email such as: Student Services Manager or Academic Manager We will seek an immediate resolution of the matter if possible within our roles. We will communicate with you, discuss the matter with other parties and seek resolution. We must refer to our policies and procedures and point this out to you as the complainant and the process will be fair and transparent. We allow 10 days.
3. Fill in the written complaint form and it will be considered by the PEO	3 If the complainant is not satisfied with the suggested resolution, we will advise you to put the complaint in writing on our complaints form and submit. This form can be downloaded from the website and sent by email. The College will acknowledge receipt of complaint and date received. The complaint goes to the PEO who will consider the written complaint within 10 working days. Where the matter may involve the PEO, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.
4. How we advise of the complaint resolution and give written notification of the decision	4 A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the College will be finalised as soon as practicable
5. If our internal process has not worked; you can seek a review or appeal the RTO decision. We move to mediation	5. If agreement still cannot be reached, or the complainant is not satisfied with the College decision, then you can seek a review and appeal that decision. Our RTO offers a mediation services through LEADR. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision. We do expect this to be complete within 60 days. If more time is needed, we will write to you, explain the delay, and keep you up to date on progress of the matter.
6. Complaints are in registers and the quality assurance system	6. Complaints and appeals are log in the complaints and appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and quality assurance in the RTO. We are required to acknowledge formal complaints and rectification in reporting against the standards for Colleges.
7. External appeal Take the complaint to an external agency	7. Once mediation has been provided and closed out, we will advise the complainant that all internal processes have been exhausted. There are external agencies who can deal with your complaint where you wish a review or appeal against the RTO decision. NSW Department of Fair Trading. The external agency that deals with consumer complaints such as fees, discrimination or other matters. National Training Complaints Hotline give advice and refers you to the correct training body: Phone: 13 38 73 Mon- Friday 8am – 6pm Written complaints can be email to skilling@education.gov.au . Complaints can also go to the Overseas Student Ombudsman www.oso.gov.au Information brochures are on their website.
8. The role of ASQA in investigating complaints after	8 We will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally

internal processes are exhausted.	approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed of ASQA's role at induction.
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Appeals against assessment decisions are handled differently

The process is explained here.

Records of assessment appeals that escalate to a written appeal will be recorded on our Assessment Appeals Register. The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure.

Similar requests from more than one student for assessment appeals for a particular task and Assessor will be further investigated as this may indicate an issue in the assessment process for the course.

Assessors will moderate assessment decisions to check for validity, consistency and fairness.

Management will consider assessment appeals in a timely manner and within the guidelines of our procedures. They are an opportunity to improve our training and assessment and client services.

Procedure for an assessment appeal:	
1. Discuss your results with the Assessor who marked your work	1 For all assessment tasks but in particular for final assessment tasks, if the participant has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained in the Handbook and during the course so most assessment matters can be resolved at this stage.
2. Review - Request a re-marking by the same Assessor or another Assessor	2 If agreement cannot be reached, the participant has the right to request a re-marking where the same Assessor assesses the work again, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date. The College will acknowledge receipt of appeal and date received.
3. Fill in and send a written assessment appeal form that will be considered by the Academic Manager	3 If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Academic Manager shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results. The College will acknowledge receipt of appeal and date received.
4. The Appeal resolution by meeting or phone then the PEO will send written notification of the decision	4 A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the College will be finalised as soon as practicable.
5. If our internal process has not worked; you can seek a review or appeal the decision. We move to external marking.	5 If the appellant is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service through a VET consultancy RTO help Pty Ltd. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision by a third party Assessor will be recorded and sent to all parties within 28 days. This will be the final decision.

6. You have 3 months to submit assessment appeals	6 Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
7. Appeals improve our quality of training and assessment system	7 Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
8. Take the appeal to an external body	8 Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the National Training Complaints Hotline. Phone: 13 38 73 Mon- Friday 8am – 6pm Written complaints can be emailed to skilling@education.gov.au
9. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.	9 Our RTO will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed of ASQA's role at induction.

42 ESOS FRAMEWORK

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

42.1 Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

42.2 Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS Framework includes 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.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- 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 attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

42.3 Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your overseas student health cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress

43 AHIC STUDENT DECLARATION

The above information is given by the Australian Harbour International College may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

Australian Harbour International College is required under section 19 of the ESOS Act to inform the Department of Home Affairs about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

All the above information has given by Australian Harbour International College on orientation day.

It is mandatory for the student to complete all the required information in Student Declaration form that student is agree and understand of the terms and conditions in addition to the policies in Australian Harbour International College. The Student Declaration form is provided during orientation day.