Australian Institute of Entrepreneurship

Student Course Handbook 2015

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KFQ Partners Pty Ltd

Trading as

Australian Institute of Entrepreneurship

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Student Course Handbook
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Welcome to Australian Institute of Entrepreneurship

Congratulations on your decision to further your education in Australia. You are about to embark on an incredible journey that is sure to change your life in many positive ways. Deciding to study away from your home country is a significant one and I admire the commitment you are making to secure a brighter future for yourself and your family.

One of the most important decisions you will now have to make is your choice of Institute. All of AIE’s promotional materials are designed to provide you with detailed information to help you make an informed choice. I also encourage you to consult closely with your agent throughout the decision making process to determine exactly what the best option is for you.

We understand the many complexities and challenges you will face in embarking on this journey. Our student service focus is designed to make you feel at home and give you every opportunity to perform at your best.

AIE’s vocationally relevant courses will also equip you with the ‘hands-on know-how’ to best prepare you for the workplace, something that is highly prized by employers. In this sense, AIE represents an important link between industry and its future employees as well as between students and their career goals. Entrepreneurship is the regime of the 21st century and the words used to describe are dream, create, explore, invent, pioneer and imagine. We believe ultimate success by achieving dual objectives personal skills and entrepreneur capabilities.

AIE is about innovation, the spirit of enterprise and the practice of entrepreneurship. We offer internationally recognised programs that combine practical theory with entrepreneurial learning to develop entrepreneurial leaders and innovative thinkers, who are practical and competent and have the required skills to succeed in an often turbulent and challenging environment.

Ultimately, our dedication to providing you with a rewarding and high quality course will make enrolling at AIE a wise investment in your future.

Thank you for your interest in studying at AIE.

I wish to extend a warm welcome to you on behalf of all our staff and I hope that the time you spend with us will be enjoyable. I look forward to meeting you in Melbourne.

Farman Ullah Babar
Managing Director
Australian Institute of Entrepreneurship
Introduction

This handbook has been designed specifically to provide you with important and useful information for your study program at Australian Institute Entrepreneurship. It contains details about enrolment procedures and the academic year, providing important dates which you need to make special note of. It also contains our Institute’s academic and administrative policies and procedures. These set out our obligations and responsibilities to you and, at the same time, explain your rights and responsibilities as a student at AIE.

AIE provides a supportive and caring learning environment. Our highly qualified academic staff and our administrative support staff will give you lots of encouragement, monitor your progress, and provide you with study support. Our aim is your success and we will do everything we can to help you to achieve it.

AIE’s campuses ideally situated in the Abbotsford cosmopolitan area near the centre of the city of Melbourne. It is within easy reach of all forms of public transport, shops, cinemas, theatres, the Victorian Arts Centre, Federation Square, Chinatown, restaurants, cafes and everything you would expect to find in a large, vibrant city.

We hope that you will find your time at AIE challenging, rewarding and enjoyable.
Reason for Studying at Australian Institute of Entrepreneurship

Better Career Outcomes
AIE’s nationally recognised courses will help you achieve your career goals. Graduates of AIE leave equipped with skills and qualifications that are in high demand by employers, leading to real jobs.

Experienced Staff
AIE employs experienced, industry-aware teaching staff who is committed to promoting a culture of learning, achievement and motivation.

Student Service Focus
Staff at AIE understands the many challenges students face when studying away from their home country. Every effort is made to assist students to make the transition to their new surroundings and help them feel at home.

We regularly consult with students to gather feedback on their experience at AIE and continually develop and improve our services accordingly. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to perform at their best.

AIE is an Australian Registered Training Organisation (RTO) and a member of the Australian Council for Private Education and Training (ACPET) and is located in the city of Melbourne, Australia. We offer nationally recognized courses in a safe and supportive environment.
Approved Courses for International Students

Australian Institute of Entrepreneurship offers courses at a range of levels from Certificate IV and Diploma to Advanced Diploma. AIE’s qualifications are developed in conjunction with industry to ensure that you will be ready for the workplace, with knowledge and skills you can use on the job. Each qualification level involves an increasing degree of skills and responsibilities and there are pathways and links between them to increase your career opportunities.

Certificate IV level courses

At this level you develop a broad knowledge base and learn to analyse and evaluate information and to apply your knowledge and skills to a wide variety of workplace contexts. You will also begin to take limited responsibility for other staff.


Diploma level courses

A diploma will give you broad theoretical knowledge and/or substantial technical or creative skills. Analysis, judgment and planning are involved across a broad range of technical and/or management situations.


Advanced Diploma courses

This level of qualification will give you the ability to apply fundamental principles and complex techniques in a wide range of contexts. You will gain an understanding of specialist knowledge and will be able to execute judgments, analyse information and be accountable for personal outputs as well as group outcomes. Graduates are expected to work autonomously in complex technical operations and take some responsibility for achieving group outcomes. You will gain skills and knowledge for a Para-professional career or a management role.


Advanced Diploma of Management (HumanResources)

This qualification reflects the role of individuals who provide leadership and strategic direction in the human resources activities of an organization. They analyse, design and execute judgments using wide-ranging technical, creative, conceptual or managerial competencies. Their knowledge base may be highly specialized or broad within the human resources field. These individuals are
often accountable for group outcomes and for the overall performance of the human resources function of an organization.

http://www.aiemel.vic.edu.au/courses_management_advancHR.php

Facilities

CAMPUS

AIE’s campus is located at Abbotsford close to the city centre of the education district in Melbourne; the close proximity to transport, recreational facilities and employment opportunities make it very convenient for students. AIE’s class rooms are spacious and equipped with modern audio vision technologies to support training.

COMPUTER LAB

AIE also appreciates the importance the internet plays in the life of an international student. As well as keeping in touch with family and friends back home, students also use the institute’s computer labs for assignments and research purposes. Now with 25 computer terminals available for students, AIE’s IT Lab is an area of the institute that will continue to grow on a regular basis as it is an important part of the students’ daily lives.

LOCATION

Level 1, 367 Victoria Street, Abbotsford, Melbourne, VIC 3067 Australia.

Phone: 061 03 9428 9432
Fax: 061 03 9428 9570

www.aiemel.vic.edu.au

Entry Requirements

In order to be eligible to be considered for a place in your chosen course, you will need to meet the Minimum Entry Requirements (MER). If there are more eligible applicants than available places in the course, the applicants will be ranked according to the specific selection criteria developed for each AIE course. You will be ranked in order of merit according to the selection criteria on the course grid. Minimum Entry Requirements (MER) is as follow:

The minimum entry requirements are as follows:
i. Age: 18 years or older at time of application
   No younger students will be admitted.

ii. Academic: Australian Year 12 or equivalent

iii. English: IELTS 5.5 (Academic/General) (dependent on country profile) or demonstration of successful completion of another Australian qualification conducted entirely in English.

iv. AIE, as an equal opportunity RTO, recognises that some potential students may not necessarily meet the Institute’s eligibility/entry requirements. These students may apply for entry on the basis of special consideration. All applications for special consideration are assessed by the Managing Director.

There may be number of entry points for some courses. If so, these will be specified on the course information brochures, AIE Website and Delivery and Assessment plan.

For further information on the selection criteria for each AIE course and how to use it, browse the links (www.aiemel.vic.edu.au) or contact us.

Induction and orientation

On your arrival you are given useful information about the study program, local services and facilities. Settling into a new culture, language and education is a personal challenge. We offer support, useful information and friendly encouragement for you to enjoy the different experiences. Whether you need health insurance, advice, assistance with accommodation, transport information or suggestions for weekend fun activities, just ask us.

An induction and orientation is held in the first week of commencement of each student intake. The orientation covers the following:
1. Introduction of AIE
   - Contact Information

2. Student Support Services
   - Support services available to assist in the transition into life and study in Australia
   - Legal Services
   - Emergency and health services
   - Facilities and resources
   - Complaints and appeals processes
   - Information on visa conditions relating to course progress

3. Critical Incidents
   - Procedures
   - Evacuation
   - Other emergencies
   - Medical emergencies

4. Course Progress Policy (Standard 10)

5. Deferring, Suspending or Cancelling the student’s enrolment (Standard 13)

Orientation slides can be viewed on AIE’s website:


Living costs in Australia

Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world.

The average international student in Australia spends about $350-$400 per week on:

- Accommodation
- Food
- Clothing
- Entertainment
- Transport
- International and domestic travel
- Telephone
Incidental costs
(You may spend more or less, depending on the course you choose to study, where you choose to live and your lifestyle)

**Typical living costs for a single student**

The living costs below are based on 2 people sharing an unfurnished two bedroom apartment, flat or house. The amounts are in Australian dollars (AUS $). Remember to add your program fees and airfares to get a realistic total. Establishment costs for first year of study;

- Bond (refundable security deposit) $400
- General (furniture, connection fees, etc.) $1000.
- Overseas Student Health Cover $594 recurrent costs
- Rent per person (weekly $100; annually $5,200)
- Food and drink (weekly $80; annually $4,160)
- Travel (up to 10km from city) (weekly $37.7; annually $1960.4)
- Telephone and mobile (weekly $15; annually $780)
- Gas, electricity, water (weekly $40; annually $2080)
- Books, stationery, photocopying (annually $300)
- Personal expenses (clothes, entertainment) (weekly $35; annually $1820)

**Accommodation**

AIE can assist future overseas students with accommodation within the Melbourne CBD and surrounding suburbs, upon request, fees may apply.

**Home stay $110–A$270 a week**

Gain access to the Australian lifestyle in a natural and friendly way through home stay. This is popular with younger students and those studying short-term English courses. Meals are usually included in the cost. Single or shared rooms may be offered and the cost will vary accordingly. Self-catering home stay is sometimes available cheaply. Farm stay offers the same services in a rural setting. Institutions maintain a register of families prepared to board international students during the academic year. Education institutions ensure that home stay families are reputable and that they offer accommodation of a reasonable standard.
Hostels and guest houses
A$80–A$135 a week
Hostels are usually run by organisations such as Youth Hostels Australia and the Young Men's Christian Association (YMCA). Students share kitchen and bathroom facilities.

Rental/Share accommodation
A$100–A$160 a week
A$100–A$350 a week
Students often share with fellow students. They advertise on notice boards and in newspapers. Students may have to provide their own furniture. When renting a house, apartment or bed sitter, landlords require rent to be paid in advance and will require a security bond equal to one month's rent.

Food
Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Melbourne as a cosmopolitan city is famous all over the world and its rich blend of ethnicity provide all flavors of the continents from Asia to America, Africa to Europe. Halal and kosher foods are widely available. Melbourne’s restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

Shopping
Central Melbourne and its suburbs have many large shopping centers, department stores, discount stores, markets and supermarkets which can be reached easily by public transport.

Transport
Melbourne has an extensive public transport of buses, trains and trams. AIE has easy access to major bus, rail and tram routes. As Melbourne is a well-planned city it is easy to travel in by car. Cars travel on the left side of the road. Drivers can use their home country licenses for three months from the date of entry to Australia. An international license can be used providing the license from the country of origin is also valid.

The following links will help you to get around in Melbourne Street directories:
http://www.whereis.com.au
http://www.street-directory.com.au

The Vic trip website provides information on the public transport system in Melbourne, including costs and timetables: http://www.ptv.vic.gov.au
Airport Transfer
Public Transport does not operate from Melbourne Airport. Passengers instead may use a taxi or Sky Bus service to get to their destination. If you need to be collected from the airport and do not want to use these services, you need to organize an alternative arrangement. AIE offers Airport Transfers for $95 one way. The cost includes collection from Melbourne Airport where you will be taken directly to your home in Melbourne. AIE requires at least 5 days notice before you arrive if you require Airport Transfer.

International Student Age at Commencement
AIE will only accept those students who would be equal to or over 18 years of age at the time of application. No younger students will be admitted.

School-Aged Dependents
Intending overseas students are advised that any school-aged dependants accompanying them to Australia are required to pay full fees if they are enrolled in either a government or non-government school. It is student responsibility to make arrangements of fees regarding to their school-aged dependents (if any) before arriving Australia.

Application Procedure
You will need to complete an Application for Enrolment Form (attached in this brochure or available from our website) and submit it, together with all required documentation, either directly to AIE, or through our approved representative in your country. Once you have been accepted to study at AIE you will be required to sign an Acceptance Agreement and remit the appropriate tuition, health cover and/or other fees. After receiving the Acceptance Agreement, AIE will issue the student Confirmation of Enrolment (CoE).

Academic Calendar
AIE conducts two semesters each year with two weeks break between each study period.

Access and Equity
AIE recognises that it operates in a diverse local, national and global environment and values the diversity of its staff and student population. AIE offers a range of courses and services for people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander peoples, Australian South Sea Islander peoples, youth and people with language, literacy and numeracy difficulties. AIE is committed to providing equal opportunity of access, participation and advancement in education and developing an environment that is free of discrimination and
harassment. In providing equal opportunity, the institute recognises that specific measures such as facilities, courses, resources, accommodation and other specialised services may be provided to you on request to enable you to fully participate in the life of the institute on an equitable basis with others.

**Language, Literacy and Numeracy Support**

AIE has specified entry criteria including minimum English language skills requirements which it believes are the minimum requirements for students to achieve success in our courses. However, if individual students feel they may need additional support from time to time with language, literacy and/or numeracy skills in order to meet course requirements, they are encouraged to approach their trainer to arrange additional support. AIE will work with individual students and trainers to identify any additional needs and provide support at no additional cost.

**Recognition of Prior Learning (RPL) and Credit Transfer**

AIE recognizes that some students may already have knowledge and skills from life and work experience, previous courses and training, or self-taught knowledge and skills. If you can provide evidence that you already have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course at AIE.

When you apply for RPL, your knowledge and skills are measured against the equivalent module(s) or unit(s) in the relevant course. If you are successful, you will be assessed as having already completed those modules or units in your course. This will enable you to complete your studies in less time and at less cost.

Recognition of prior learning (RPL) may be granted to international students as a result of previous study. Where RPL is granted, the duration of your course will be shortened and this will be reflected in the length of the COE issued to you.

Provide credit to learners for units of competency/module where these are evidenced by:

a. AQF certification documentation issued by any other RTO or AQF authorised issuing organisation,
b. or b. authenticated VET transcripts issued by the Registrar.

You must present the original documents or appropriately verified copies of original documents. Copies will be kept in your student file.
The application form for RPL or Course Credit is available on AIE’s web site. RPL will be charged AUD 250 per unit.

**Overseas Student Health Cover (OSHC)**

You must have health cover for the entire duration of your studies. OSHC is medical and hospital insurance and it is an Australian government requirement. It is your responsibility to make sure that your cover is current. If your health cover is not current, you will be in breach of your visa. You may choose any health insurance company, as long as you purchase OSHC. Please bring your card to the Institute where the Student Contact Officer/T.M will photocopy it and place the copy in your file.

**Student Complaints and Appeals**

AIE’s student Complaints and Appeals Policy and Procedure is intended to ensure that all students receive fair treatment and that any issues that may arise are resolved promptly. The Institute’s Complaints and Appeals Policy and Procedure provides for two avenues to resolve a concern: Informal and Formal. If you have a concern or problem, please speak with the Student Contact Officer/T.M in the first instance. The Student Contact Officer/T.M will assist you but if the problem cannot be solved, the formal procedure will begin. The full AIE Student Complaints and Appeals Policy and Procedure is available on the web site at www.aiemel.vic.edu.au

**Disciplinary Policy**

All AIE students are expected to maintain appropriate standards of conduct at all times. Where behaviour is deemed to be improper or inappropriate, the institute will take appropriate action as outlined in the Institute’s Code of Conduct. The code of conduct is presented to students during induction/orientation and is displayed on campus. The code of conduct applies to all AIE students.

Misconduct is all behavior that is considered not acceptable in any environment. This includes, but is not limited to any behavior which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students
- Detracts from the learning environment and facilities

Some acts of misconduct may result in a student’s enrolment being suspended or cancelled which is likely to result in the cancellation of their student visa.
Bullying and Discrimination

All forms of bullying, harassment or discrimination is illegal under Australian Law and is unacceptable at AIE. If you believe that you are experiencing bullying, harassment or discrimination, you are encouraged to contact the Student Contact Officer/T.M and/or to make a complaint by using AIE’s Complaints Policy and Procedures.

Smoking

Smoking is not permitted in public places, including airports, restaurants, cinemas and shopping centers. This is the law in Australia so please observe the signs on the front of all buildings. AIE also has a non smoking policy that prohibits smoking any where in the building, including toilets. Students should not smoke at the front of the building.

Security

Please do not leave any of your valuables unattended.

- Keep your bags with you when moving from room to room, particularly during breaks.
- Please do not carry large amounts of cash. Always be careful with purses, wallets, cash and credit cards.
- Securing your money in an Australian bank account is highly recommended.

AIE is not responsible for the security of personal belongings.

Plagiarism

Plagiarism is the use of another person's intellectual output and presenting it as your own without proper acknowledgment.

Plagiarism includes:

- Copying out parts of any text or paraphrasing without acknowledging the source(s). This may be written text, diagrams, formulae, sound files, still photographs, audio-visual material (sound and image files), graphics/animations/multimedia objects, other computer based material, mathematical proofs, art objects etc.
• The use of someone else's concepts, experimental results, experimental conclusions or conclusions drawn from analyzing evidence or arguments without acknowledging the originator of the idea(s) or conclusion(s).
• Submitting substantially similar final version of any material as a fellow student, whether the cooperation on a piece of work was part of the assignment instructions or not.
• Falsification of results from experiments, surveys or other research methods and fabrication of data.
• Self-plagiarism or recycling, where substantially the same piece of work is submitted more than once for assessment.

AIE has a strict policy against plagiarism. To avoid plagiarism you should follow the guidelines for referencing at all times to ensure that you use references appropriately and correctly. Remember that plagiarism is a serious offence and is easily detected by the teachers because they are familiar with the text books and articles.

Some general guidelines are as follows:

• If the idea is not yours – reference it
• When you are using the author’s exact words, put them in quotation marks (“…”)
• When you are presenting the author’s idea in your own words, do not use quotation marks
• There are three common ways to give references: the Harvard system (also called ‘in text’ referencing), the Oxbridge system (also called the ‘footnote’ system), and the MLA system.

Cases of plagiarism are considered as serious misconduct will be treated seriously and repeat offences may result in your enrolment being cancelled.

**Standard 13 – Deferring, Suspending or Cancelling the Student’s Enrolment**

**Purpose**
The purpose of this policy is to make it clear to students and staff the circumstances under which a student’s enrolment may be deferred, suspending or cancelled. This policy must be provided to students in the pre-enrolment information and again during orientation.
Scope
Applies to all prospective overseas students and existing overseas students studying in Australia on a student visa.

Definitions

**Defer studies**: to temporarily delay the commencement of studies usually initiated by the student

**Suspending studies**:
(1) a student may request to temporarily delay continuing their studies due to compassionate or compelling circumstances only when permission has been granted by AIE prior to the student’s departure.
(2) AIE may suspend the student’s studies temporarily due to misbehaviour.

**Cancelling studies**:
(1) a student may cancel their studies to transfer to another provider before completing 6 months of their principal course of study with requesting a letter of release (see policy for standard 7).
(2) AIE may cancel the student’s studies due to gross misbehaviour and/or non payment of fees.

Policies

**Policy in relation to student’s request to defer or suspend studies**

1. It is **extremely important** that students advise AIE of their intention to defer or suspend their studies as soon as possible. If AIE has not heard from a student after a break, and cannot contact the student, AIE will assume that the student has voluntarily cancelled their enrolment and report the student to DIBP through PRISMS as required by the ESOS Act. This action is likely to result in the student’s visa being cancelled.

2. AIE will only allow overseas students to defer or suspend their studies where:
   a) the student has made an application/ Defer, Suspend or Cancel Studies form to defer or suspend their studies (either by telephone in urgent cases or in writing); and
   b) there is compassionate or compelling circumstances necessitating the student to defer or suspend their studies.

3. An application to defer or suspend studies should be made to AIE in writing/ Defer, Suspend or Cancel Studies form but under exceptional and urgent circumstances such as sudden illness or accident to the student or close relative, applications may be considered by telephone.

4. Compassionate and compelling circumstances may include but not be limited to:
   (a) serious illness or injury, where a medical certificate states that the student was unable to attend classes;
(b) bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);

(c) major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or

(d) A traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports).

5. AIE will assess an application to defer or suspend studies according to the procedures described below and provide written advice to students about the outcome of their application within 7 days.

6. If an application to suspend or defer enrolment is granted, the AIE will inform DIBP via prisms within 5 days of making this decision.

7. Students will be warned that deferring or suspending their studies may affect their visa in the written letter of advice regarding their application.

Policy in relation to AIE initiated suspension or cancellation of enrolment

1. AIE will suspend and/or cancel the enrolment of an overseas student on the grounds of:

   (a) Proven misbehaviour including but not limited to bullying or otherwise threatening other students or persons, drug possession, stealing and other criminal activities,

   (b) Inappropriate academic conduct including but not limited to failure to engage appropriately in studies, cheating and plagiarism. This includes failure by the student to engage in an agreed intervention strategy for the purposes of ensuring the student meets satisfactory course progress requirements.

   (c) Non payment of fees

2. All parties involved will be protected by privacy laws but necessary government official and agencies will be informed as allowed through the ESOS legislated framework.

3. All incidents will be actioned as a priority until resolved.

4. The student will be issued with two written warnings prior to a formal letter of intention being forwarded in relation to any proposed action.

5. While the matter is being investigated and/or the student is exercising their right to appeal, the student’s enrolment will be maintained.

6. If the student’s behaviour is deemed to be disruptive or dangerous to other students, alternative studies options will be offered to the student while any complaints or appeals process is in progress.

Policy to cancel enrolment based on non-commencement

7. If a student didn’t commence on the course start date and AIE was unable to contact the student for minimum 5 working days of the commencement date, AIE will cancel the student’s enrolment.

Training and Assessment

Training
There is always a need for well-trained people in the Business Management fields. Your training will consist of theory classes, applications of subject matters studied in the theory classes, workshop/meat work safety and management, business concepts. While the teachers are the backbone of any educational institution, exemplary teaching methods are fundamental to the success of educational outcomes at any level. At AIE we believe in utilising a mix of traditional and innovative teaching methods in order to engage both, the teachers and students in the learning process.

Since individuals learn in different ways, teaching is organised in variety of ways:

- Training seminars
- Guided Discussions
- Practical approach to management/leadership
- Directed Readings
- Case Studies
- Individual and Group Work
- Worksheets/Surveys
- Role Playing
- Report back sessions and
- Inviting guest speaker/s

The specific teaching method used will depend on the nature of subject being studied and number of students taking the course. Most of the courses also incorporate the use of DVD’s and other audio visual equipment and computer laboratories. Overhead projectors and handouts allied to a number of subjects are employed to facilitate learning by the students.

Reasonable Adjustment
The Disability Discrimination Act uses the principle of reasonable adjustment, sometimes called reasonable accommodation, to ensure equity of treatment for people with disabilities. This means that, wherever possible, ‘reasonable’ adjustments must be made to meet the individual needs of a student with a disability.

At AIE, we can do the following to assist with your requirements for reasonable adjustment:
• Make training and assessment materials and methods more accessible
• Training and assessment methods that suit most students may hinder access for some students with a disability. AIE is able to present information through a range of methods to assist students with a disability
• Adapt the physical environment and equipment to better suit the student

If you require more details about reasonable adjustment, please speak to your Trainer or the Student Contact Officer/T.M.

**Assessment**

AIE applies flexible teaching as and assessment using approaches that enhance classroom delivery. These approaches include the use of:

• CD / interactive based resources;
• Self-paced DVD resources;
• Presentations and role-play activities; and
• Excursions and Guest Speakers.

Assessment for each unit of competence includes a range of approaches to allow you a number of different ways to demonstrate competence. Assessment will include practical demonstration of competence, written tests, assignments, case study reports, participation in role plays and classroom activities. Adjustments can be made to methods of delivery and assessment to suit your specific needs within the constraints of Training Package requirements, where necessary and appropriate.

**Repeating Unsatisfactorily Completed Units**

Where you fail to successfully complete a unit of competency there is a possibility of undertaking ‘catch up’ classes and assessment. These classes are generally conducted on a Saturday morning and incur an additional cost of $250 per unit. If you are required to take extra units to complete a course of study at the end of the scheduled program and the remaining units do not constitute a full-time load, you may complete the units with a less than full-time load. This applies to overseas students who are required to repeat units of study. However, AIE will not allow you to repeat any unit more than once. If you need to repeat the unit an additional $500 will incur for each unit being repeated.
Results Notification

As a student, you will generate an academic record of your course module results, which are linked to your student ID number. All your results are permanently recorded and you can access them upon request. You are encouraged to collect a copy of your academic record from the administration office when you have completed your studies or semester.

Please note that an unsuccessful result will be recorded if you withdraw without notice or withdraw late in the course program. Once you have completed the requirements of an award (i.e. Certificate, Diploma or Advanced Diploma) you will be eligible to receive an official AIE parchment. All parchments are registered and only one parchment is issued. If you wish for someone else to pick up your parchment from the campus, you must provide written and signed permission.

Your award will only be conferred when the academic records show that you have met all the requirements for the award and have paid all the fees. AIE’s Training Manager is responsible for confirming your eligibility for an award after your academic records and enrolment compliances are checked for accuracy. If you claim an award when you have not met the academic requirements, it may be regarded as academic misconduct.

Important Information to Remember

Attendance is required in all the classes and note taking advised. Active participation encouraged – like asking questions, assisting in problem solving, joining discussions, making presentations, undertaking special projects. Grades are given for class participation, class work and minor assignments are included in student’s final grade for a subject.

Satisfactory Course Progress

It is a condition of a student visa that the holder achieves satisfactory course progress.

AIE has defined course requirement for each study period when a student has not passed or demonstrated competency in 50% or more of the course requirements. “Unsatisfactory course progress” is defined as not successfully completing or demonstrating competency in at least 50% or more of the course requirements in a study period.

A study period at AIE is equivalent to 26 weeks (including holidays).

An overview of assessment requirements for each unit is provided to students at the commencement of the study period.
**Attendance**
Overseas students are required to attend scheduled classes for 20 hours each week. This means that you will be required to attend for a minimum of 3 days each week.

**Extensions**
If you are having trouble with your assignments or exams because of personal problems, we may be able to help you. We can organise for you to have more time (that’s called an Extension), usually up to seven (7) days.
Please remember that you need a suitable reason to get an Extension. Please speak to our Student Contact Officer/T.M for more details.

**Your Student File**
You can access your student file any time that you wish. Inform the staff at reception that you would like to look at your file. You have to do this with a member of staff present – preferably the Student Contact Officer /T.M – and you cannot take the file off site under any circumstances. However, if you want anything from your file, the staff member can photocopy it for you.
AIE ensures it operates under the Australian Privacy Legislation (Commonwealth Privacy Act), when dealing with student’s files and information.

**STUDENT SERVICES**
The convenient location of our main campus means that all students have easy access to all the services offered by the City of Melbourne. In addition to these local facilities, AIE provides a range of services to support its students during their studies.

**Computers & Internet**
The AIE computer room provides you with Internet access via your own secure login. These facilities are available 8.30am until 6.30pm Monday to Friday, and 10:00 am until 05:00pm on Saturday.
Employment and Accommodation Advice
Advice is available to assist you in your search for work and accommodation. This is provided in the form of one to one assistance in accessing resources for finding accommodation as well as workshops on writing resumes and cover letters.

Employment
Upon commencement of your course, you may apply for a work permit and work up to 20 hours per week provided that work does not interfere with their studies. You must not work for more than 20 hours per week during the study period. During official holidays between semesters there are no restrictions on the number of hours you may work. You can apply online with DIBP for permission to work.

If DIBP is made aware that you are working more than you should be, you risk having your visa cancelled and you may be deported. If you are granted permission to work, you should proceed to the Australian Tax Office (A.T.O.) in the same building as DIBP to apply for a Tax File Number (TFN).

Department of Immigration and Border Protection (DIBP)
There are two DIBP offices located in Victoria. Telephone the office on 131 881 to book an appointment and/or to make sure you bring the correct documents.

Locations:
Melbourne CBD: Ground Floor, Casselden Place, 2 Lonsdale St MELBOURNE VIC 3000
Counter Hours: Monday – Friday 9am - 4pm

Student Contact Officer (SCO)
If you need any help, the first point of contact for student services at AIE is the Student Contact Officer (SCO). This is Qayum Ali Khan. Qayum Ali Khan can be contacted by telephone on +61 3 9428 9432 or by email at Qayum@aiemel.vic.edu.au

Student Support Services
AIE offers a range of free students support services. Student support services aims to assist students to successfully adjust to living in Australia and to support Academic Progress. AIE provides students referral contact information on matters that require more than general information and advice. If you need any assistance please contact AIE’s student contact officer/T.M who will be able to help you access the support you need. All information is treated
confidentially and special attention is given to the specific challenges that international students encounter when adjusting to a new cultural environment.

**Medical**
If you need a doctor, call or visit the medical Centre using the details below.

Dr. Hieu Nguyen  
87 Elizabeth Street,  
Richmond VIC – 3121  
03 9428 5350

**Legal assistance**
If you need legal assistance, you can contact any of these as per requirements.

**Commonwealth Overseas Ombudsman (International Students)**
Commonwealth Overseas Ombudsman (International Students) is an independent external body to hear overseas student’s appeals and complaints. Information about commonwealth overseas ombudsman appeals and complaints procedures can be found on:  

**Australian Skills Quality Authority**
The ASQA is responsible for the regulation of Registered Training Organisations (RTOs) in Victoria. They will investigate with the following types of complaints:

- The quality of training at the RTO (for example training is too short, disorganised, not relevant)
- The way RTO assesses the students
- The qualifications of trainers/assessors
- The quality of staff, facilities, equipment and materials

**ACPET(Local Students)**
The student shall take the complaint and the internal reviews findings to an independent body to hear the complaint. ACPET will provide a paper based appeals process. Information can be found at their website.  
[http://www.acpet.edu.au](http://www.acpet.edu.au)
Department of Immigration and Border Protection:
Department of Immigration and Border Protection, Australia can be referred regarding visa inquiries. More information can be found on their website.
http://www.immi.gov.au

Counseling Support
If you need counselling support, this is usually accessed by referrals through a doctor. AIE’s Student Contact Officer can assist you in finding counselling support if you would like assistance.
The ESOS Legislation (protecting overseas students’ rights)

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 2007.

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.education.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.

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 is 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 is arrangements in place for your accommodation, support and welfare.

Melbourne Australia

Melbourne is an affluent, modern Australian city with nearly 4.8 million people who enjoy a high standard of living. The Australian education and training system is recognised internationally as one of the best in the world and is one reason why so many international students choose to study here.

Providing a lifestyle for all tastes, Melbourne has some of the best fine dining in Australia with its grand restaurants as well as sophisticated bars and cafes. These are complemented by an array of cinemas and theatres as well as a host of nightclubs and discos.

It is a garden city with many beautiful parks in the city as well as surrounding suburbs. There is also an extensive system of bicycle paths for easy and safe enjoyment.

In the past 60 years, people from over 120 countries have made Melbourne their home. Wherever you come from, you will find a local community from your own country, usually with your own restaurants, food and even newspapers.