Welcome to
Australian Institute of Entrepreneurship

OVERSEAS STUDENT ORIENTATION

Prepared by:
Managing Director
Agenda

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)**

Questions
1. Introduction

- AIE provides a supportive and caring learning environment.
- Highly qualified academic staff
- Better Career Outcomes
- Our aim is your success and we will do everything we can help you to achieve it.
Contact Information

- AIE provides a range of services to support its students during their studies.
- Training Manager is the contact person for their concern about student support services and their study course & complaints and appeals.
  - TM name is Manzoor Ahmed
    - Office: 0394289432
    - Mob: 0430916505
    - Email: manzoor@aiemel.vic.edu.au

- Student contact officer (SCO) is for students requiring personal assistance, locating accommodation, airport pick up, additional tuition support, sourcing medical, counseling and legal assistance if required.
  - SCO name is Qayum Ali Khan
    - Office: 0394289432
    - Mob: 0433390100
    - Email: qayum@aiemel.vic.edu.au
2. Student Support Services

- Transition into life and study in Australia
  - Australia is a sophisticated, friendly and affordable country.
  - Weather in Melbourne is notoriously unpredictable.
    - 8°C - 26°C in Jan – May, Nov - Dec
    - 5°C - 19°C in June - Oct
  - One of the world’s most livable city in terms of safety, health and air quality.
  - Easy availability of every comfort of life.
2. Student Support Services

- Transition into life and study in Australia
  - Australia is sophisticated, friendly and affordable country
  - AIE can assist future overseas students with accommodation.
    - **Uni Lodge** provides furnished student accommodation and apartments in Melbourne
      - UniLodge @ Melbourne
      - 746 Swanston Street Carlton, Melbourne VIC 3053
      - Ph: + 61 3 8317 5350
      - Fax: + 61 3 8317 5351
      - unilodge.melbourne@unilodge.com.au

- Self-catering home stay is sometimes available at cheaper costs.
2. Student Support Services Cont...

- Transition into life and study in Australia
  - Home stay
    - $110–A$270 a week
    - Meals are usually included in the cost.
  - Hostels and guest houses
    - An$80–A$135 a week
    - Run by organizations such as Youth Hostels Australia
  - Rental/Share accommodation
    - A$50–A$160 a week
    - A$70–A$350 a week
2. Student Support Services Cont...

- Transition into life and study in Australia
  - Shopping
    - Central Melbourne and its suburbs have many
      - large shopping centers
      - department stores
      - discount stores
  - Transport
    - AIE has easy access to major bus, rail and tram routes.

- Helpful Sites are
2. Student Support Services

- Legal Services
  - Contact details
    - Western Suburbs Legal Services Inc.
      - 30 Hall Street, Newport Victoria 3015
      - Ph (03) 9391 2244
      - Wednesday 5:00pm to 8:00pm
    - Web: www.wsls.org.au
    - Email: wsls@vicnet.net.au
    - International Student Legal Advice Clinic (ISLAC)

*(FREE legal advice and referral for International Students)*
2. Student Support Services Cont...

- Emergency
  - Emergency Procedures
    - Emergency Phone Number “000” (Fire, Police, Medical)
    - Evacuation: Follow Instructions of the warden – Qayum Ali Khan
  - Medical Emergency (Dr. Hieu Nguyen)
    - 87 Elizabeth Street, Richmond, Vic, 3121 (Ph: 03 9428 5350)
2. Student Support Services Cont...

- Health Insurance
  - Occupational Health and Safety Act 2000
  - AIE helps you getting your Overseas Health Cover Card.
  - $420 for 1 year OSHC (OSHC for lesser durations are also available).
- Overseas Student Health Cover (OSHC)
  - You must have health cover for the entire duration of your studies.
  - OSHC is medical and hospital insurance.
  - Its requirement of Australian Government.
  - Show it to the Institute.
2. Student Support Services Cont...

- **Facilities and resources in AIE**
  - **CAMPUS**
    - AIE is located at Abbotsford close to the city centre of the education district in Melbourne
    - Close proximity to
      - Transport,
      - Recreational facilities
  - **Computers & Internet**
    - AIE computer room provides you with Internet access via your own secure login
    - Facilities are available 8.30am until 6.30pm 7 days a week
2. Student Support Services Cont...

- Facilities and Resources in AIE
  - Educational Resources
    - Library
      - You need to contact Admin/TM for borrowing the books
    - E-Books
    - CD / interactive based resources
  - Presentations and role-play activities
  - Excursions and Guest Speakers
2. Student Support Services Cont...

**Complaints and Appeals**

- AIE will ensure that all students receive consistently fair treatment.
- AIE Complaints and Appeals Policy and Procedure provides for two avenues to raise:
  - **Informal**
    - Students are encouraged to resolve complaints informally in the first instance
    - Any staff member can attempt to assist the student in resolving informal complaints
  - **Formal**
    - **Internal**
      - AIE’s internal complaints and appeals system
      1. The formal appeal or complaint must be in writing and submitted to the student contact office/T.M.
      2. If the student is dissatisfied with the outcome of the internal review they may initiate an external review.
    - **External (Domestic Students)**
      - Consumer’s Affairs Victoria
    - **External (International Students) – Free Service**
      - Commonwealth Overseas Ombudsman
2. Student Support Services Cont...

- Information on visa conditions relating to course progress
  
  For information on visa conditions relating to course progress, please refer to (www.immi.gov.au)
3. Critical Incidents

AIE has Policy relates to critical incidents directly involving staff and/or students on campus.

Critical incidents are not limited to, but could include:

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

- **Procedures**
  - If an emergency occurs on campus, the first person on the scene who is able to respond must call 000.
  - Emergency phone number “000” (fire, police, medical) You will be asked:
    - what service you want, (fire, Ambulance or Police);
    - AIE’s name and address which is:
      - Australian Institute of Entrepreneurship 367 Victoria Street, Abbotsford.
    - what has happened?
3. Critical Incidents cont...

- **Evacuation**
  - If an emergency requires an evacuation of AIE premises, staff and students must follow the instructions of the wardens – Qayum Ali Khan.
  - Wardens are identified by wearing a red, emergency helmet.
  - Leave the building by the safest identified exit in a single file.
  - Meet at the designated assembly point and await instructions about what to do next.
3. Critical Incidents cont...

- **Other Emergencies**
  - In the event of bomb threats, violent intruders or fire, students, staff and visitors are to follow the directions of the warden.
  - If the threat is immediate and warranted, the warden will call 000. Alternatively, the warden may instruct a person to call the police.
  - **Richmond Police Station 217 - 225 Church Street Richmond**
  - Missing Persons – Immediately inform MD
  - Death of staff or student – MD will inform next of keen, write a condolence letter, refund fee as entitled and return any personal effects
3. Critical Incidents cont...

- **Medical Emergencies**
  - If a student or staff member requires urgent medical assistance call “000” for an ambulance.
  - For minor or less serious incidents call or visit the medical centre using the details immediately below.
  - Dr. Hieu Nguyen 87 Elizabeth Street, Richmond VIC - 3121
    Telephone: 03 9428 5350
  - A first aid kit is available from the office. The trained first aid officer is Farman Ullah Babar.
4. Course Progress Policy (Standard 10)

- Assessment for each unit of competence
  - Tasks/Projects
  - written tests
  - assignments
  - case study reports
  - participation in role plays and classroom activities
4. Course Progress Policy (Standard 10)

- It is Australian Institute of Entrepreneurship’s policy to monitor all students’ progress through the course to ensure that at all times the student is in the position to complete the course within the expected duration as specified on the student’s CoE.
4. Course Progress Policy (Standard 10)

- **Satisfactory Academic Progress**
  - A minimum of 50% of units must be passed each Semester.
  - If a student is unable to pass a minimum 50% of units, a special meeting (Intervention Strategy Meeting) is to be convened with the student.
  - If the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, the student will be reported for unsatisfactory course progress to DIAC which will usually cancel the student’s visa unless there are exceptional circumstances.

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4. Course Progress Policy (Standard 10)

- Repeating Unsatisfactorily Completed Units
  - Possibility of attending tutorial, trainer’s assistance (if required), self-pace learning and attending counselling etc
  - Incur an additional cost of $250 per unit (Apply to re-sit exam)
  - Incur an additional cost of $500 per unit repeated.
4. Course Progress Policy (Standard 10)

- Results Notification
  - All your results are permanently recorded and you can access them upon request.
  - Unsuccessful result will be recorded if you withdraw without notice or withdraw late in the course program.
  - On completion of requirements, you are eligible to receive an official AIE parchment.
5. Deferring, Suspending or Cancelling the student’s enrolment (Standard 13)

- Deferment of Studies
- Extensions
- Reporting Students to Immigration
- Cancellation/Suspension
  - Unsatisfactory course progress
  - Non-payment of tuition fee
  - Inappropriate behaviour
  - If student failed to return after break and AIE can’t contact the student within two weeks
Questions & Answers