Harbour College
Where Seekers Become Achievers
RTO NO: 41338 | CRICOS Provider Code: 03449J

# INTERNATIONAL STUDENT HANDBOOK

**Level 1, 84 – 86 Mary Street, Surry Hills NSW 2010 | admissions@ahic.edu.au | www.ahic.edu.au**

CRICOS Provider Code: 03449J | RTO NO: 41338

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# 1 WELCOME TO THE AUSTRALIAN HARBOUR INTERNATIONAL COLLEGE

*Thank you for choosing Australian Harbour International College.*

*The decision to undertake a study is an important one. Whether you are seeking to update or upgrade existing skills or embark on a new career, our courses and the team of friendly and dedicated staff are 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 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 the 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 VET Quality Framework (VQF), the ESOS Act 2000, the National Code of Practice for Providers of Education, and Training to Overseas Students 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.

# 3 REGISTERED TRAINING ORGANISATION (RTO) & CRICOS PROVIDER

This Handbook and the links to other websites will guide you in setting out your obligations as an overseas student studying in Australia. An excellent resource for you to keep going back to is the Future Unlimited website https://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** – approximately $90 to $150 per week
- **Shared Rental** - approximately $95 to $215 per week
- **On-campus** - approximately $110 to $280 per week
- **Homestay** - approximately $235 to $325 per week
- **Rental** - approximately $185 to $440 per week
- **Boarding schools** - approximately $11,000 to $22,000 a year

## OTHER LIVING EXPENSES

- **Groceries and eating out** - approximately $140 to $280 per week.
- **Gas, electricity** - approximately $10 to $20 per week
- **Phone and Internet** - approximately $15 to $30 per week
- **Public transport** - approximately $30 to $60 per week
- **Car running costs (after purchase)** - approximately $150 to $260 per week.
- **Entertainment** - approximately $80 to $150 per week

### MINIMUM COST OF LIVING

The Department of Home Affairs has set financial requirements you must meet to receive a student visa for Australia. From 10th May 2024, the 12-month living cost is:

| | |
|---|---|
| Primary applicant | AUD29,710 |
| Spouse or de facto partner of the Student primary applicant (not applicable to Student Guardian applicant) | AUD10,394 |
| Dependent child | AUD4,449 |
| Annual school costs | AUD13,502 |

For further information, please refer to https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

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

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

## 4 COURSE INFORMATION

The regulator, called the Australian Skills and Quality Authority (ASQA), offers nationally recognised qualifications, registers AHIC. We provide training and assessment services in the areas of Business, Information Technology, Accounting, Kitchen and Hospitality Management, Early Childhood Education, and care, Health Services, and building construction design courses.

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

a. **BSB40120 Certificate IV in Business (Total Duration 52 Weeks; Study period 36 Weeks)** CRICOS Course Code **103683M**

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

b. **BSB50120 Diploma of Business (Total Duration 78 Weeks; Study period 54 Weeks)** CRICOS Course Code **103684K**

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have frontline management accountabilities.

Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

c. **BSB50420 Diploma of Leadership and Management (Total Duration 78 Weeks; Study period 54 Weeks)** CRICOS Course Code: **104276G**

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 the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

d. **BSB60120 Advanced Diploma of Business (Total Duration 65 Weeks; Study period 45 Weeks)** CRICOS Course Code **103685J**

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities.

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis, and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

e. **FNS40222 Certificate IV in Accounting (Total Duration 52 Weeks; Study period 36 Weeks)** CRICOS Course Code **109995B**

This qualification reflects the role of individuals in the accounting and bookkeeping industry, including business activity statement (BAS) agents and contract bookkeepers; and of those employees performing bookkeeping tasks for organisations in a range of industries. It includes preparing and lodging business and instalment activity statements, data processing, monthly reconciliations, preparing budgets, preparing reports on financial performance and the position of the business, preparing end-of-year adjustments, and finalising financial records after year-end. Dealing with the Commissioner of Taxation on behalf of a taxpayer in relation to activity statements and other lodgement matters is also a key component of the role that this qualification reflects. Individuals in these roles apply theoretical and specialist skills and knowledge to work autonomously, and exercise judgement in completing routine and non-routine activities.

f. **FNS50222 Diploma of Accounting (Total Duration 65 Weeks; Study period 45 Weeks)** CRICOS Course **Code:110453M**

This qualification reflects accounting job roles in financial services and other industries, including tax agents, accounts payable and accounts receivable officers, payroll service providers, and employees

performing a range of accounting tasks for organisations in a range of industries. Individuals in these roles apply solutions to a range of often complex problems, and analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance to others within defined guidelines.

**g. FNS60222 Advanced Diploma of Accounting (Total Duration 78 Weeks; Study period 54 Weeks)** CRICOS Course Code**:110454K**

This qualification reflects the role of individuals working in accounting and seeking professional recognition, including tax agents, accounts managers and business analysts; and to employees performing a range of accounts management tasks for organisations in a range of industries. At this level individuals are expected to apply theoretical and technical skills in a range of situations and to display initiative and judgement in planning activities. They have autonomy in performing complex operations and can be responsible for planning, coordinating and evaluating the work of others within broad parameters.

**h. CHC33021 Certificate III in Individual Support (Ageing, Home and Community) (Total Duration 52 Weeks; Study period 36 Weeks)** CRICOS Course Code**114109F**

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

These individuals take responsibility for their own outputs within the scope of their job role and delegation. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

**i. CHC43015 Certificate IV in Ageing Support (Total Duration 78 Weeks; Study period 54 Weeks)** CRICOS Course **Code093674K**

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 wellbeing 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. CHC52021 Diploma of Community Services (Total Duration 78 Weeks; Study period 54 Weeks) CRICOS Course Code: 112590H**

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.

At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

To achieve this qualification, the candidate must have completed at least 200 hours of work as detailed in the Assessment Requirements of units of competency.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

**k. ICT40120 Certificate IV in Information Technology (Total Duration 78 Weeks; Study period 54 Weeks)** CRICOS Course Code **102744M**

This qualification reflects the role of individuals who are job ready and competent in a wide range of information and communications technology (ICT) roles and apply a broad range of skills in varied work contexts, using problem solving skills and effective communication with others.

The skills required for these roles may include, but are not restricted to:

- database development: interpreting specifications, technical designs and flow charts, modifying software applications, constructing technical specifications from models and testing, and writing technical documents.
- database maintenance: managing, cleaning, storing and verifying organisational data, and evaluating compliance with internal and external data ethics regulations and legislation
- gaming development: creating 2D and 3D modelling and animation software through scripts and storyboards.
- networking: installing, configuring and testing networks and servers in organisations
- programming: building, testing and applying basic object-oriented language skills, user interfaces and software developments.
- systems administration support: implementing maintenance procedures and support to help troubleshoot system applications.
- web development: designing website layouts through textual and visual content transfer, search engine optimisation and simple markup language documents.

**l. ICT50220 Diploma of Information Technology (Total Duration 78 Weeks; Study period 54 Weeks)** CRICOS Course Code **105161K**

This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have established specialised skills in a technical ICT function.

Individuals in these roles carry out moderately complex tasks in a specialist field, working independently, as part of a team or leading a deliverable with others. They may apply their skills across a wide range of industries, business functions and departments, or as a business owner (sole trader/contractor).

The skills required for these roles may include, but are not restricted to:

- advanced networking: configuring and managing virtual computing environments, and security within ICT networks.
- advanced programming: applying intermediate and advanced programming skills, managing data and building advanced user interfaces to manage organisational requirements.
- back-end web development: developing and maintaining website information architecture and data.
- business analysis: designing and implementing technical requirements, quality assurance processes and contingency plans for businesses.
- cloud architecture: developing, improving and designing cloud infrastructure, including disaster recovery plans.
- cloud engineering: building, implementing and managing cloud infrastructure and virtual networks.
- cyber security: protecting sensitive data and information through security architecture and developing disaster recovery and contingency plans
- database and data management: creating, designing and monitoring systems that store data and optimise organisational knowledge management.
- front end web development: designing dynamic and complex websites, user experience solutions and documents using extensible mark-up languages.
- game art and design: creating complex 2D and 3D modelling and animation software through scripts and storyboards.
- game programming: creating complex 2D and 3D interactive games and media, building graphical user interfaces and applying artificial intelligence in game development.
- systems administration: reviewing maintenance procedures and support to help troubleshoot system applications.
- systems analysis: modelling and testing data objects, data processes and preferred ICT system solutions
- telecommunications network engineering: managing logistics, organisational specifications, regulations and legislative requirements across network projects.

m. **ICT60220 Advanced Diploma of Information Technology (Total Duration 78 Weeks; Study period 54 Weeks)** CRICOS Course Code **105160M**

This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have significant experience in specialist technical skills, or managerial business and people management skills.

Individuals in these roles carry out complex tasks in a specialist field, working independently, leading a team or a strategic direction of a business. They apply their skills across a wide range of industries and business functions, or as a business owner (sole trader/contractor).

The skills required for these roles may include, but are not restricted to:

- Advanced data management information: creating, designing and monitoring complex systems that store data, and optimising organisational knowledge management.
- Cyber security: protecting sensitive data and information through security architecture and developing disaster recovery and contingency plans.
- Full stack web development: building advanced user interfaces, developing representational state transfer application program interfaces (REST APIs) and designing user experience solutions.
- Further programming: applying advanced ICT languages to maintain security and manage data.

- IT strategy and organisational development: managing and communicating strategic ICT business solutions.
- Systems development and analysis: modelling and testing data objects, data processes and preferred ICT system solutions
- Telecommunications network engineering: managing logistics, organisational specifications, regulations and legislative requirements across network projects.

**n. BSB50820 Diploma of Project Management (Total Duration 78 Weeks; Study period 54 Weeks) CRICOS Course Code: 104067E**

This qualification reflects the role of individuals who apply project management skills and knowledge in a variety of contexts, across a number of industry sectors. The job roles that relate to this qualification may include Project Manager and Project Team Leader.

Individuals in these roles have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

**o. BSB60720 Advanced Diploma of Program Management (Total Duration 78 Weeks; Study period 54 Weeks) CRICOS Course Code 104455D**

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in program management across a range of enterprise and industry contexts. The job roles that relate to this qualification include Program Manager.

Individuals in these roles are responsible for managing or directing a program to achieve organisational objectives. A program is defined as a set of interrelated projects, each of which has a project manager.

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

**p. CHC30121 Certificate III in Early Childhood Education and Care (Total Duration 52 Weeks; Study period 40 Weeks including 160 hours Work placement in total) CRICOS Course Code 110270G.**

This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. They support children's wellbeing, and development in the context of an approved learning framework. Educators use a range of well-developed skills and knowledge using discretion and judgment when carrying out their work in the context of established policies and procedures. They may work independently or under the guidance of others, though in some contexts that guidance may not be on-site.
Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens.
To achieve this qualification, the individual must have completed a total of least 160 hours of work in a regulated children's education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.
No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Under the Education and Care Services National Law (2011) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: www.acecqa.gov.au.

**q. CHC50121 - Diploma of Early Childhood Education and Care (Total Duration 52 Weeks; Study period 40 Weeks including 280 hours Work placement in total) CRICOS Course Code: 110271F**

This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. Educators at this level are responsible for designing and implementing curriculum that meets the requirements of an approved learning framework and for maintaining compliance in other areas of service operations. They use specialised knowledge and analyse and apply theoretical concepts to diverse work situations. They may have responsibility for supervision of volunteers or other educators.

Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens.

To achieve this qualification, the individual must have completed a total of least 280 hours of work in a regulated children's education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Under the Education and Care Services National Law (2011) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: www.acecqa.gov.au.

**r. BSB80120 - Graduate Diploma of Management (Learning) (Total Duration 104 Weeks; Study period 72 Weeks) CRICOS Course Code: 110272E**

This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director.

**s. SIT40521 - Certificate IV in Kitchen Management (Total Duration 78 Weeks; Study period 60 Weeks including 192 hours Work placement in total) CRICOS Course Code 110417D.**

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

**t. SIT50422 - Diploma of Hospitality Management (Total Duration 78 Weeks; Study period 60 Weeks including 192 hours Work placement in total) CRICOS Course Code 110701M.**

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

**u. SIT60322 - Advanced Diploma of Hospitality Management (Total Duration 104 Weeks; Study period 80 Weeks including 192 hours Work placement in total) CRICOS Course Code 110702K.**

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

**v.RII60520 - Advanced Diploma of Civil Construction Design (Total Duration 101 Weeks; Study period 80 Weeks) CRICOS Course Code 114336F**

This qualification reflects the role of an individual working as a senior civil works designer or a para-professional designer, who supports professional engineers. They perform tasks that are broad, specialised, complex and technical and include strategic areas and initiating activities. They are responsible for the design of complex projects to ensure the implementation of the client's site requirements and are required to demonstrate self-

directed application of theoretical and technical knowledge and initiate solutions to technical problems or management requirements.

**w. General English (Total Duration 70 Weeks; Study period 60 Weeks) CRICOS Course Code 116866H**

The General English course is designed to prepare students for conversation, everyday situations, and daily interactions that take place when travelling or living in an English-speaking country. Students learn and practice the four macro-skills of listening, reading, writing, and speaking in an interactive environment. Levels of difficulty increase over the duration of the course to assist students in developing their skills and becoming more confident and fluent in English.

**x. English for Academic Purposed (Total Duration 22 Weeks; Study period 60 Weeks) CRICOS Course Code 116867G**

The English for Academic Purposes (EAP) course is designed to prepare international students, from a range of backgrounds and nationalities, to undertake tertiary study in Australia.

Students enrolled for this course will have as their specific study objective the completion of a tertiary level course in an Australian tertiary institution.

The course will be offered at two levels to provide students a specialist study preparation option with a progression from a minimum of IELTS 5.5 with no score below 5.0 to an expected maximum consistent with B2 level descriptions on the CEFR. Each of the levels will run for 10 weeks.

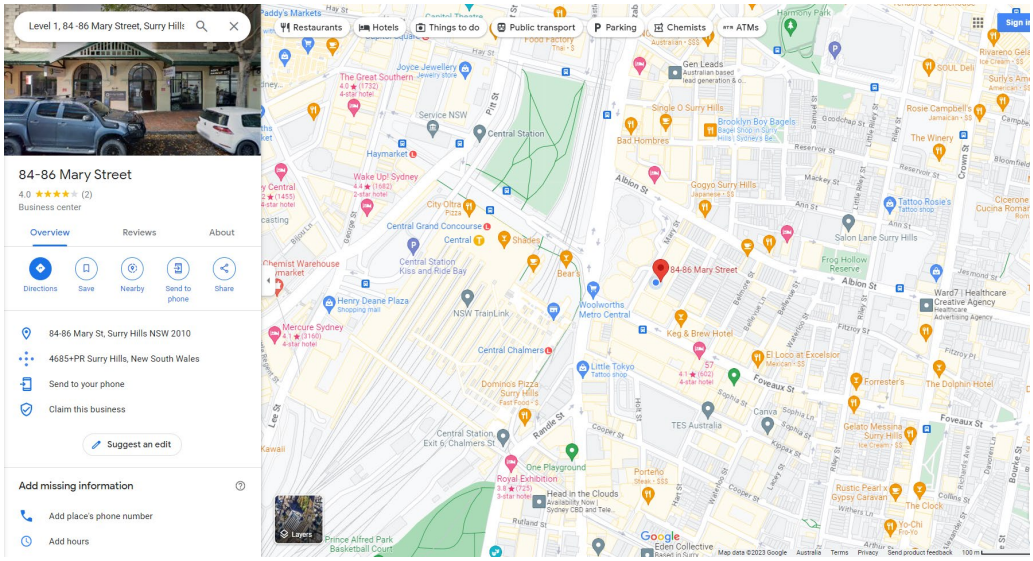
The focus of this EAP course is developing the skills areas in English, which the student will require to study alongside native speakers in tertiary courses. However, students entering the EAP course at the lower level will not necessarily have access to the language base, which makes the use of these skills a possibility. For this reason, the balance of the EAP course will move systematically from a language focus to a skills focus as the student progresses through the levels from EAP Level 1 to EAP Level 2**.**

## 5 COLLEGE LOCATION

The Australian Harbour International College is located at:

**Level 1, 84 -86 Mary Street, Surry Hills, NSW 2010**

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




## 6 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 giveyou 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
- 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.

## 7 OVERSEAS STUDENT HEALTH COVER

Overseas Student Health Cover (OSHC) is a government requirement. The 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 is delivered 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 regarding arranging a Bupa card on your behalf.

For more detailed information on OHSC, refer to www.bupa.com.au or contact Bupa: Health & Care by phone at 1800 812 535.

## 8 STAFF CONTACT PERSONS

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

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

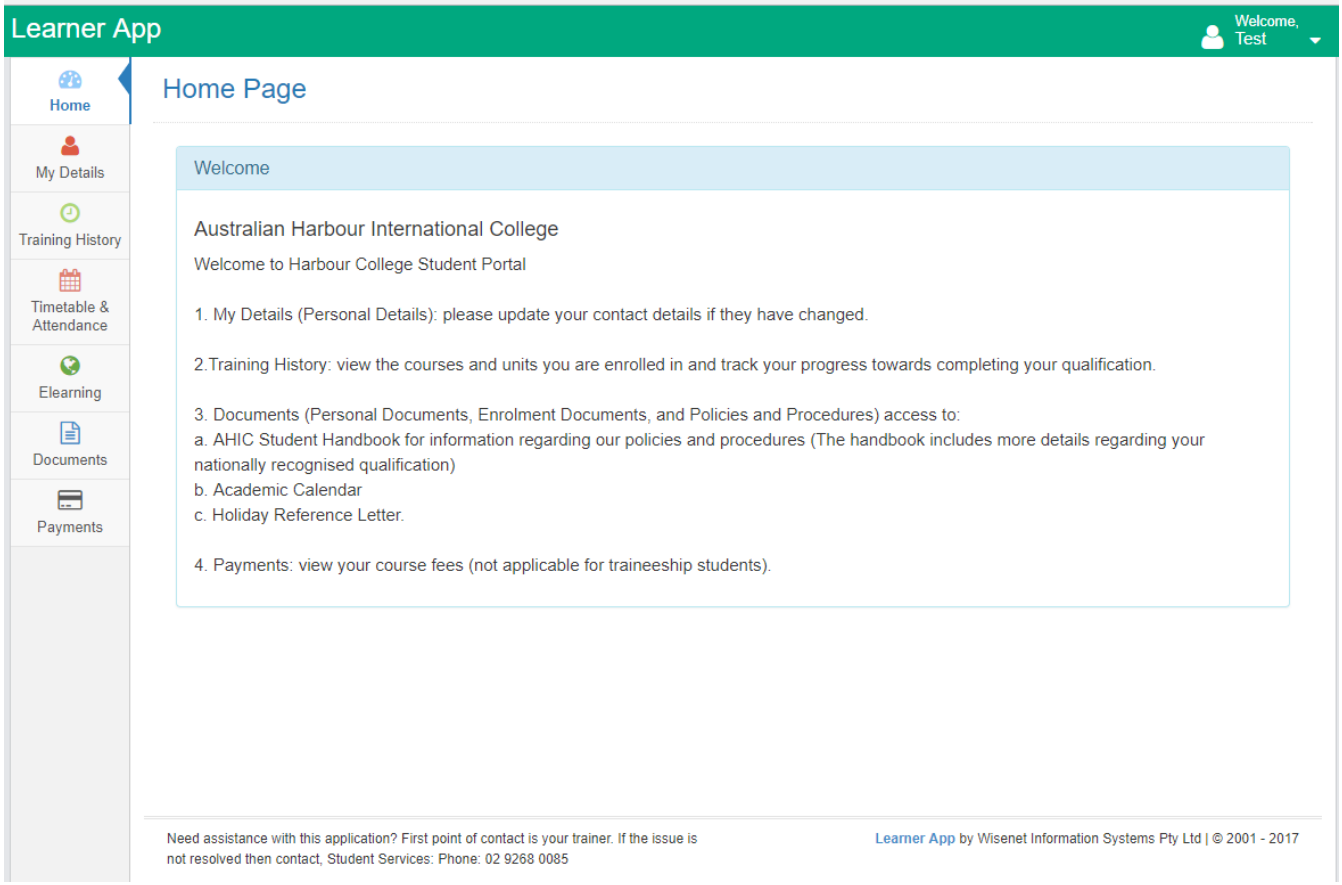
| Contact Person | Role of Responsibility | Email |
|---|---|---|
| Matrika Bimoli | Principal Executive Officer | matrika@ahic.edu.au |
| Suman Bhetwal | Business Manager/ Legal and Compliance | suman@ahic.edu.au |
| Dinita Kaucha | Student Services/Administration Manager | dinita@ahic.edu.au |
| Indrajit Das | Academic Manager | indrajit@ahic.edu.au |
| Sushil KC | Head of Nursing and Health Sciences | sushil@ahic.edu.au |
| Kamal Raj Oli | Clinical Placement Coordinator | clinicalplacement@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 | dipesh@ahic.edu.au |
| Mauro Federici | Marketing Manager | mauro@ahic.edu.au |
| Bishal Chapagain | Accounts Officer | accounts.au@ahic.edu.au |

| | | |
|---|---|---|
| Prakash Bhattarai | IT Support | activities@ahic.edu.au |
| Shiwani Rasaily | Student Services and Intervention Officer | student.support@ahic.edu.au |
| Tuen Tang | Student Services and Administration | info@ahic.edu.au |
| Aayush | Student Services and Administration | compliance.sydney@ahic.edu.au |
| Nirdosh Mahat | Academic Support and Work placement officer | workplacement@ahic.edu.au |
| Klaudia Marek | Student Services / Receptionist | info@ahic.edu.au |
| Ewelina Mazewska | Student Services / Receptionist | info@ahic.edu.au |
| Shrijana Bhetwal | Student Services / Receptionist | info@ahic.edu.au |

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 in the 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 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 is 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 the 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

- For Childcare, Civil Construction Design, and Hospitality Courses, 40 weeks are divided into 4 terms of 10 weeks for every term.
- For all other courses, 36 weeks are divided into 4 terms of 9 weeks for every term.

Students have to study a minimum of 20 hours per week. **Students are only allowed to take breaks during public holidays and nominated College holidays.**

**Childcare, Civil Construction Design, and Hospitality Courses**

| Term 1 | Break | Term 2 | Break | Term 3 | Break | Term 4 | Break |
|---|---|---|---|---|---|---|---|
| 10 weeks | 3 weeks | 10 weeks | 2 weeks | 10 weeks | 3 weeks | 10 weeks | 4 weeks |

**Business, IT, Accounting and Health Science Courses**

| 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 is accessible in the student portal-wisent.

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

## 13 FACILITIES AND EQUIPMENT

The Australian Harbour International College has its administration areas, lecture rooms, computer rooms, student common areas, and lounge areas on Level 1.

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 Health Science & Childcare
- Training Kitchen for Kitchen Management & Hospitality Management Course

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 1 can be used for meals and session breaks. Please keep this area clean and tidy.

## 15 STUDENT SUPPORT SERVICES

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

Student support services are 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.

## ACADEMIC SKILLS SUPPORT

Our trainers and assessors are able to provide students with advice and support on-site through the Student Portal using the chat features. Students have access to trainers and assessors during college hours to request assistance. Study Support is offered to the learner in the following ways:

- via the student portal
- in the library space with small groups with a trainer

through one-on-one tuition via the internet or face-to-face

For academic skills support including essay writing and referencing, students must request this through student services and will be provided with specific academic skills support to meet their needs provided by AHIC. Students are highly encouraged to attend the regular academic support session held during the Term.

**Academic Skills Support Officer details:**

**Name:** Bashira Raffi

**Email:** Academicsupport@ahic.edu.au

Availability: Via appointment

## INFORMATION TECHNOLOGY SUPPORT

Information technology is integral to the requirements for all qualifications.

For students who need additional assistance in information technology skills, AHIC offers the student the opportunity to undertake additional training through **coaching sessions** provided by an AHIC Information Technology support person. Students are to request this support through student services.

It is expected that students have access to personal computers and are able to use their computers in order to access learning resources and complete tasks in the course.

Technology support in developing technology skills may include:

- additional tutorial times for students to work in small groups with their coach/mentor.
- Allowing the student to complete training in information technology and specific software programs before continuing with the rest of the course

Technology skills reasonable adjustment might include:

- allowing the use of adaptive technology supplied by the student.
- use of calculators

**Information technology Skills support details:**

**Name: Dipesh KC**

**Email: Dipesh@ahic.edu.au**

**Availability: Mon-Fri 09:00 AM-5:00 PM**

## SUPPORT FOR ABORIGINAL AND TORRES STRAIT ISLANDER STUDENTS

A key national goal of the VET system is to increase opportunities and outcomes for disadvantaged groups and AHIC encourages Aboriginal and Torres Strait Islander people to apply. Aboriginal students would be supported by AHIC through external consultants with Aboriginal mentors and advocates.

AHIC has a dedicated Aboriginal Education Officer who will provide support for students enrolled at AHIC. Trainers and Assessors have access to Aboriginal Cultural Awareness and Cultural Safety Training videos on the Moodle platform.

AHIC student services will be able to advise Aboriginal and Torres Strait Islander students on:

- available support from the Indigenous Tutorial Assistance Scheme for Vocational Education and Training
- guidance to help students choose the right course
- AHIC will use its extensive range of connections through its cultural safety advisers to liaise with CATSINaM, Aboriginal Medical Services, and Aboriginal State Health Workforce Development Managers to promote their nursing course and encourage enrolments.
- Aboriginal students will be encouraged to seek sponsorships to study, including the **Puggy Hunter Memorial Scholarship** which is available for Nursing students.
- advice about Unique Student Identifier (USI)
- how to access information on the AHIC website
- how to use the Moodle online platform for accessing documents and resources and databases for research
- referral to Aboriginal Education Officers, mentors, and support people

**Aboriginal Support Officer details:**

**Name:** Kymme hunter

**Email:** **Kymme@ahic.edu.au**

**Availability:** Via appointment

**Nurse and Midwife Support Website**

The Nurse and Midwife Support website is a national support service for nurses, midwives, and nursing and midwifery students, providing confidential advice and referral for matters such as:

- Staying healthy
- Addiction
- Mental health
- Aboriginal and Torres Strait Islander Support
- LGBTI
- Culturally and Linguistically diverse
- Professional Obligations
- Bullying and harassment

https://www.nmsupport.org.au/accessing-support/service-finder

## COUNSELLING

AHIC is at all times concerned with the welfare of our students. AHIC trainers and assessors will counsel students as appropriate and/or refer them to qualified counsellors. Trainers and assessors are required to respond to and attempt to alleviate any signs of distress or discomfort by students and to actively render appropriate assistance.

**AHIC External counsellor support details:**

Students who require social and emotion wellbeing assistance can contact the AHIC counsellor support person: If students require extra support or counselling, they are encouraged to make contact with Student services who will be eager to assist and refer them to the appropriate support services.

AHIC has partnered with Interrelate Australia for counselling support. Students can directly contact interrelate on the following details to book a confidential counselling session. Please note: AHIC will pay towards the session (Max.3 sessions per student).

**If you wish to contact other organisation please see some of the commonly used counselling support services:**

**Counselling/Personal Support**

- Lifeline –13 11 14 (24 hours) or https://www.lifeline.org.au/
- Relationships Australia -1300 364 277 http://www.relationshipsnsw.org.au/

- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) –1800 551 800.
- Nurse and Midwife Support (A 24/7 national support service for nurses & midwives providing access to confidential advice and referral): 1800 667 877.
- Mental Health Crisis Team: 1800 629 354 (24 hours)

**Mental health websites**

- Mindhealthconnect.org.au Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
- Beyondblue.org.au Beyondblue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.
- Anxietyonline.org.au Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.
- Headspace.org.au Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.
- Reachout.com ReachOut.com is Australia's leading online youth mental health service. It's a perfect place to start if not sure where to look. It's got information on everything from finding motivation, through to getting through really tough times.
- Jeanhailes.org.au Jean Hailes' vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives.

**Vocational counselling**

Vocational counseling is offered to assist prospective students in making career and ongoing study plans. Students can discuss educational and career pathways with head of nursing to help achieve their study goals

## INTERNATIONAL STUDENT SUPPORT SERVICES

AHIC supports students to adjust to studying 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 are available to students in the transition to life and study in a new environment

- Legal services
- Overseas health cover
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes.
- Any student visa conditions relating to course progress and/or attendance.
- External Counselling Services and Assistance
- Details of local legal, medical, and emergency support services are provided on the notice board.
- Clinical Placement induction protocols

AHIC provides the opportunity for students to access welfare-related support services to assist withissues that may arise during their studies. 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.
- 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 opportunities and ample space for you to practice and develop yourskills.

## 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 trainers.
- You can book 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 the 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 the reassessment of $150 per unit.

During the course, your trainer will maintain your individual assessment records in both hard and soft copies. Any plagiarism on assessments of $250 is 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 net 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 $250 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. The Academic Manager is required 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 are $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 a 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 ensure that your expectations are being met and improve our services.

## 22 ISSUANCE OF QUALIFICATIONS

On successful completion of all units of competency, you will be issued 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 an issue for the successful completion of individual units of competency upon the student's request.

## 23 AHIC TRAINERS

**Trainer Qualifications**

As part of the Standards, the AHIC's training and assessment may only be delivered by trainers and assessors who have:

- The vocational competencies at least to the level being delivered and assessed
- Current industry skills directly relevant to the training and assessment being provided, and
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

In addition, training and assessment may only be delivered by persons who have:

- Certificate IV in Training and Assessment (TAE40110 or TAE40116), or its successor*, or
- a diploma or higher level qualification in adult education.

AHIC must also ensure that all trainers and assessors undertake professional development in the fields of:

- knowledge and practice of vocational training, and

- learning and assessment, including competency-based training and assessment.

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 except ELICOS participant are required to attend a minimum of 13.5 hours of face-to-face and 6.5 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. Ateach session, your trainer will log into the student database and register attendance.

ELICOS course participants are required to attend a minimum of 20 hours of face-to-face per week to meet their student visa requirements and to gain maximum benefit from the classes. The minimum attendance requirement set by AHIC is 80% for each term while classes are in session. Ateach session, your teacher will log into the student database and register attendance.

Your attendance is recorded in our student management system, and the Intervention Officer checks 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 80% for the study period, the 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 13.5 hours face-to-face on campus and 6.5 hours online per week.

In addition, the following courses have work placement as below:

| Courses | Delivery Mode | Work Placement |
|---|---|---|
| CHC30121 Certificate III in Early Childhood Education and care | 13.5 hours face-to-face on campus and 6.5 hours online | 160 Hours of Work Placement in total |
| CHC50121 Diploma of Early Childhood Education and care | 13.5 hours face-to-face on campus and 6.5 hours online | 280 Hours of Work Placement in total |
| SIT40521 Certificate IV in Kitchen Management | 13.5 hours face-to-face on campus and 6.5 hours online | 192 Hours of Work Placement in total ( 48 Service period ) |
| SIT50422 Diploma of Hospitality Management | 13.5 hours face-to-face on campus and 6.5 hours online | 192 Hours of Work Placement in total ( 48 Service period ) |
| SIT60322 Advanced Diploma of Hospitality Management | 13.5 hours face-to-face on campus and 6.5 hours online | 192 Hours of Work Placement in total ( 48 Service period ) |
| CHC33021 Certificate III in Individual Support | 13.5 hours face-to-face on campus and 6.5 hours online | 120 Hours of Work Placement in total |
| CHC43015 Certificate IV in Ageing Support | 13.5 hours face-to-face on campus and 6.5 hours online | 120 Hours of Work Placement in total |
| CHC52021 Diploma of Community Services | 13.5 hours face-to-face on campus and 6.5 hours online | 240 Hours of Work Placement in total |

## 25 COURSE PROGRESS

AHIC has adopted the National Code Standard 8 Course Progress and attendance policy. This means students will be made aware of our policy and procedures for recording and monitoring course progress and attendance, and then those students who are at risk of failing to meet course progress and attendance 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

For Childcare, Civil Construction Design, and Hospitality courses, the study period for course progress is 1 term of 10 weeks. But for the remaining courses, 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 short (less than 6 months), then the study period is the length of the course.

AHIC Unsatisfactory course progress is a 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 offered a range of support options, and students can request an additional tutorial.

When a student does not meet the course requirements for two consecutiveterms, they may be reported to the DEPARTMENT OF HOME AND AFFAIRS via PRISMS as required under section 19 of the ESOS Act 2000, and thismay 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
An intervention strategy for a subject

The 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 COE's duration.

**SUMMARY OF ATTENDANCE AND COURSE PROGRESS NOTIFICATIONS**

| | |
|---|---|
| **Warning Letter (Email) # 1**<br>**Not Yet Competent for satisfactory course progress and/or attendance below 70%** | Students who fall below the minimum set by the Intervention Officer are sent an 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**<br>**URGENT second warning - If they do not respond to warning letter #1 and do 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 sent (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 the Department of Home and Affairs**<br>**This will occur when:**<br>**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.**<br>**Where there are no compassionate grounds established,**<br>**- 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 the Department of Home and Affairs for unsatisfactory course progress. This occurs at week 6 of 2nd consecutive term or the end of the 2nd consecutive study period.<br>The student if allowed time for the internal and external appeals process (20 working days). |
| **Notification to Department of Home Affairs–**<br>**No response to warning letter #3, intervention meeting, and no appeal.** | Australian Harbour International College emails the NOICC notice that PRISMS generates and sends via email to the student and a copy will be kept in the 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, an 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 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 student's 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 the student's studies.
- a traumatic experience which could include:
- involvement in, or witnessing a serious accident;
- witnessing or being the victim of a serious crime, and this has impacted the student (these cases should be supported by police or psychologists' reports) or
- where the registered provider was unable to offer a prerequisite 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 a fast track over the academic year in the following limited circumstances.
b. The student has been awarded exemptions (Credit) or RPL, and there is no available course in that study period that will contribute to the program; or
c. The student has not passed the required prerequisite courses to allow further enrolment; or
d. The 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. The student has been granted an approved leave of absence under compassionate and compelling grounds.

Students who are permitted to undertake fast track will be provided 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, the course, or the enrolment status. This will be considered on a case-by-case basis.

Change of course form is available at Student Services Area, and one of the AHIC Marketing or Admissions officers will assist the student with the enquiry. It is applicable during the first week of enrolment only with extra fees of $150 per application.
Other enquiries related to Withdrawal/Cancellation, deferment form, and change of timetable may discuss with Student Services and refer to the admissions team or the PEO.

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 the 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 be assessed, and the decision will be explained to the student in a personal interview and 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.

The transfer request will be granted where any of the following circumstances apply:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Australian Harbour International College's intervention strategy to assist the overseas student in accordance with Standard 8 (overseas student visa requirements).
- There is evidence of compassionate or compelling circumstances as per Standard 7: Overseas Student Transfers:

  'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas 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 overseas student was. unable to attend classes.
  - bereavement of close family members such as parents or grandparents (where possible a the death certificate should be provided).

major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the overseas student's studies; or

- 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 the overseas student (these cases should be supported by police or psychologists' reports); or
  - where the registered provider was unable to offer a pre-requisite unit or the overseas
  - the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

- Australian Harbour International College fails to deliver the course as outlined in the Offer Letter and Student Agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by Australian Harbour International College or an education or migration agent regarding Australian Harbour International College or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

A transfer request will not be granted where any of the following circumstances apply:

- There are no legitimate compassionate or compelling circumstances.
- The student has not paid their fees.
- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

Where the request is not granted, the reasons for the non-grant of the request will be communicated in writing. The letter will advise the student that they may access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Australian Harbour International College will not finalise the student's refusal status in PRISMS until the appeal process is complete and either finds in favour of Australian Harbour International College or until the 20-working day period in which the student can access the complaints and appeals process has passed.

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**

$200 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 the Department of Home and Affairs via PRISMS.

The payment of all fees 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 (Enrolment Fee) (also known as Enrolment Fee)** | **$200** | **Course Material Fees** | **$50 per term** |
| **Overdue tuition fee – 7 days** | **$200** | **RPL fee per unit** | **$250** |
| **Overdue tuition fee – 14 days** | **$400** | **Credit transfer fee per unit** | **$50** |
| **Re-enrolment fee** | **$200** | **Assessment re-sit** | **$150** |
| **Change of COE details** | **$100** | **Interim academic transcript** | **$20** |
| **Cancellation/Suspension and course variation fee** | **$250** | **Reference letter** | **$10** |
| **Transfers processing fee** | **$250** | **Re-issue of final documents** | **$100** |
| **Refund processing fee** | **$250** | **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. Refunds 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 on 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 expense, 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 submitted 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 a 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 the 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. | The 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 scholarships, which will be taken in the last semester. If the student requests to transfer to 2nd course, fee credit with be based on the students' full fees and not the scholarship fees.<br><br>The tuition fee paid for the 1st course will be credited on a pro-rata basis towards the tuition fee of the 2nd 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 |
| The student is terminated due to a 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 | The College will hold tuition fees until the course commencement date. If the student does not commence the course after deferment – no refund. |
| Cancellation/Withdrawal 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***

Refund requests should be made in writing to the PEO with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. A documented administrative fee of $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.

Refunds 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 at your 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 Tuition Protection Service.

Australian Harbour International College is required under section 19 of the ESOS Act to inform the Department of Home and Affairs about certain changes to 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 of the 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 websites 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

https://www.studyaustralia.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 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 in the Reception area.

You are responsible for:

- Always conduct yourself safely and healthily.
- Ensuring the prevention of injury and disease to yourself, your trainers, and your fellow students.
- Identify and report any possible hazards from equipment, facilities, and the environment to your trainer.
- 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 the 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.

If you want to read the full policies, please contact student support in Level 1( Reception Desk).

## 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 safely and healthily.
- To behave in a manner, that prevents injury and disease to you, your trainer, and fellow students.
- 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.
- Attend class regularly and punctually.
- To discuss any complaints or grievances with your trainer or student services staff.
- Do 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
- Refrain from the use of devices, this may disrupt classes. E.g., mobile phones and devices.

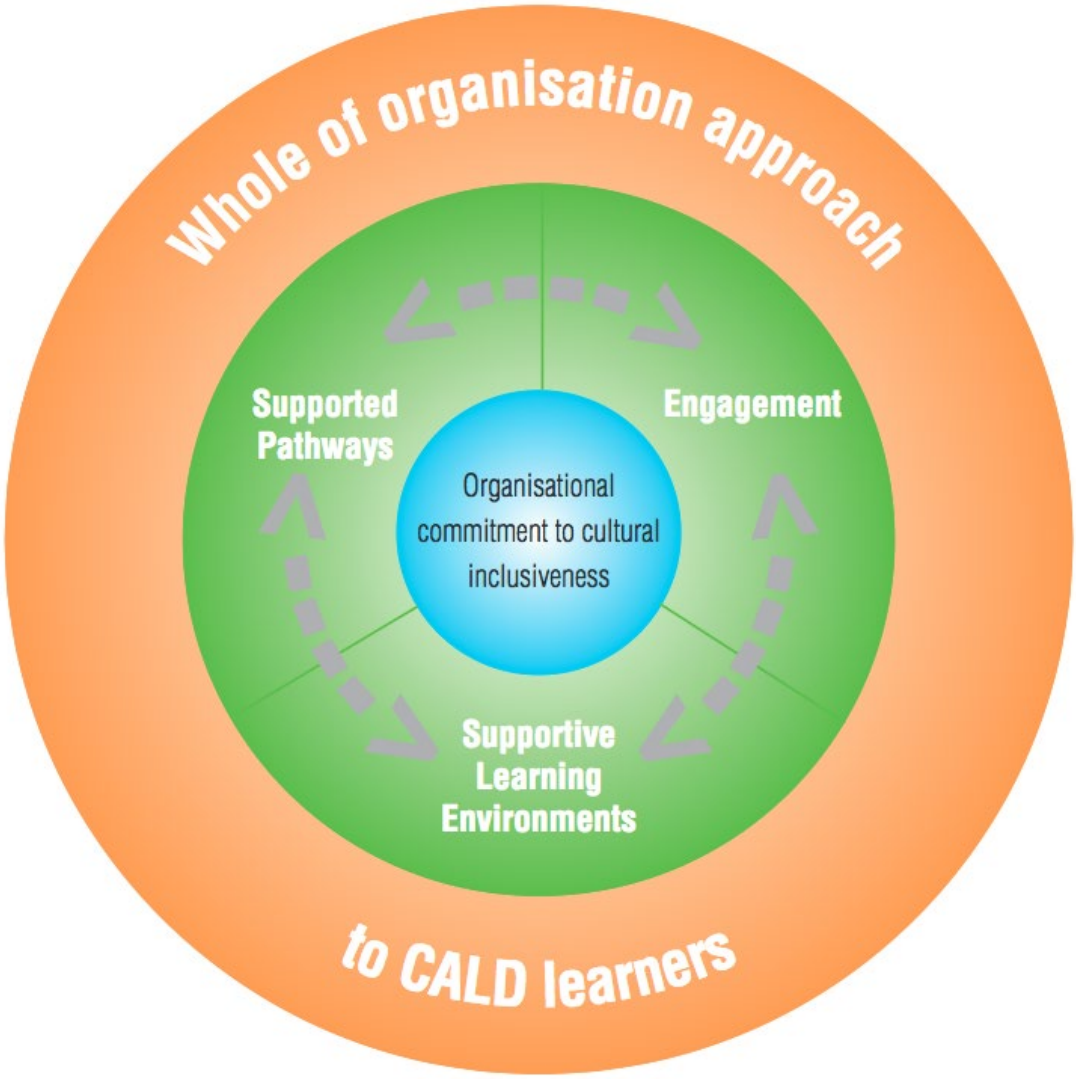
Students who choose not to comply with the Code of Behaviour will be given a verbal warning in the first instance, a written warning in the second instance, and must meet with the Intervention staff to manage the behaviours. Continuing inappropriate behaviour is grounds for cancellation by the College.

## 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 studying when it:

- Accessible Location
- Interesting range of classes offered, including weekend classes.

- Relevant curriculum
- Well-equipped 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:

**FRAMEWORK OF GOOD PRACTICE**
(http://www.education.vic.gov.au/Documents/about/research/acfepublications/caldlearners.pdf)

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 Ahcren et alia, in their study:

- Strategy 1: Identify the demographics of our student cohort

| 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 | |

- 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)

## 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 aims 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 aims 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
- to 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 printouts of training and assessment resources if required for a person with visual impairment
- Longer assessment time for practical skills for a person with a 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

You are entitled to access the Complaints and Appeals process should you be dissatisfied with the course or College decisions. This information is available in the International Student Handbook and the website. You should also be aware that this agreement, and the availability of complaints and appeals processes, do not remove the right of the student to take action under Australia's consumer protection law (http://consumerlaw.gov.au/).

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us as the RTO, our trainers and assessors, other staff, another learner of Australian Harbour International College, as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Australian Harbour International College. An appeal is a request for Australian Harbour International College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to first seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from the reception
- submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Australian Harbour International

College will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided on progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you in resolving the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, if the appeal is against our decision to report you for unsatisfactory course progress or attendance, your will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to defer, suspend, or cancel your enrolment due to misbehavior, we will only take action after the outcome of the internal appeals process.

## INDEPENDENT PARTIES

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the **Overseas Students Ombudsman (OSO).**

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by Australian Harbour International College
- incorrect advice is given by an education agent.
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

https://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider

You can access this service at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

**Complaints can also be made to the organisations indicated below:**

### National Training Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaints. Access to the Hotline is through:

**Phone:** 13 38 73, Monday–Friday, 8 am to 6 pm nationally

**Email:** ntch@education.gov.au

### Australian Skills Quality Authority (ASQA)

Complainants may also complain to our registering body, the Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

https://www.asqa.gov.au/complaints

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

## 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 2019.

### 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.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.

### 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.

- 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 consumers.
- 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 officer 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 Australian Harbour International College may make the above information available to the Commonwealth and State Agencies and the Tuition Protection Services.

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 was given by Australian Harbour International College on orientation day.

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