



2019 STUDENT HANDBOOK

Australian Institute of English Pty Ltd

RTO ID: 41449

CRICOS No: 03479C

Level 13 338 Pitt Street Sydney NSW 2000

Tel. 02 8046 6445

Website: www.aioe.edu.au

Disclaimer

The AIOE Participant Handbook has been developed to provide enrolling participants with the framework of services and participant obligations. While every effort has been made to ensure the content in this publication is accurate Australian Institute of English reserves the right to make changes to its offerings from time to time and printed versions of this document may not reflect these changes.

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WELCOME

Welcome to **Australian Institute of English Pty Ltd**.

Our staff look forward to meeting with you today, and to assist you over the coming weeks as you progress through your course.

KEY CONTACTS

Mr Wagdi Andrawis Principal Education Officer PEO

Ms Romina Villafor-Compliance Assistant

Ms Brenda Lee Dore - Academic Manager

Mr Randy Stevie- Student Administration Officer

Wagdi Andrawis is the Principal Education Officer of the Australian Institute of English and responsible for all aspects in the operations of the RTO.

Brenda is responsible for the General English and VET course delivery, assessments and teaching staff.

Meet with Brenda if you if you have any problems with the course or you feel that the class does not match your English proficiency level.

Randy if you have any questions about your enrolment, payments, refunds, complaints, accommodation, health insurance or visa, please organize a meeting with Randy.

Our vision is to be known as a premium Australian education provider of innovative product and service delivery.

MISSION STATEMENT

Our mission is to provide access to innovative and responsive programs, products and services through connecting current business requirements with learning outcomes that successfully prepare course participants.

Australian Institute of English Pty Ltd (AIOE) is a Registered Training Organisation (RTO 41449, CRICOS 03479C) with its campus located in Liverpool, Sydney.

AIOE trades under Australian Institute of English for its ELICOS English programs and Australian Institute of Entrepreneurs for its vocational training courses.

The campus is located at the heart of the Central Business District (CBD) at Level 13 338 Pitt Street Sydney.

It is close to amenities such as:

- Train stations- Town Hall and Museum
- Shops, banks and restaurants
- World Square Shopping Centre
- China Town, Korea Town, Thai Town

Visit our website for more information at: www.aioe.edu.au

COURSES AVAILABLE

ELICOS English Language Courses

Available to International participants on a case by case basis

General Proficiency Courses	
General English – Beginner	(CRICOS Course Code 091199D)
General English - Elementary	(CRICOS Course Code 091211B)
General English - Intermediate	(CRICOS Course Code 091213M)
General English - Pre-Intermediate	(CRICOS Course Code 091212A)
General English - Upper Intermediate	(CRICOS Course Code 091214K)
General English - Advanced	(CRICOS Course Code 091215J)

General English is a 6 level course – from Beginner to Advanced. You will be given a placement test upon arrival at AIOE to confirm your proficiency level for placement in a class.

Each level is 12 weeks with the expectation that completion of each level will be a consolidation of the skills necessary for the next level.

Every 4 weeks, the teacher will make an assessment as to whether you should move up a level or remain in the same class depending on how you are progressing with the assessments. If the teacher believes that you should move up a level, s/he will make a recommendation to the Academic Manager who will review the assessments and make a final decision about which level you should be in.

The General English course follows the FACE2FACE Series. Each week is based on a particular theme and you will learn vocabulary, grammar, pronunciation, speaking, reading and writing around that theme. You will have 20 hours per week of face-to-face classroom based classes.

Vocational Education Qualifications

Available to International participants

These vocational education courses are nationally recognised qualifications of the Australian Qualifications Framework

Business Programs

BSB60215 Advanced Diploma of Business (CRICOS Course Code 091169K)

BSB50215 Diploma of Business (CRICOS Course Code 091167A)

BSB40215 Certificate IV in Business (CRICOS Course Code 091166B)

Management courses

BSB61215 Advanced Diploma of Program Management (CRICOS Course Code 091170F)

BSB51415 Diploma of Project Management (CRICOS Course Code 091168M)

Where do I go for my classes?

Your classes will be held at Level 13, 338 Pitt Street Sydney NSW 2000.

Our campus consists of single level, with 5 classrooms, and a kitchen area.

ATTENDANCE & STUDY REQUIREMENTS

AIOE believes that class participation is an integral factor of student success in the enrolled course and attendance is therefore monitored. Participants are expected to attend all classes and must attend a minimum of 80% of scheduled sessions.

Documentary evidence is required for any absence of five consecutive days or for every absence if attendance percentage (%) falls below 80%.

Intervention procedures will commence if it is recorded that lack of attendance is also leading to risks in course progress.

Our expectation is that participants as well as maintaining good attendance, need to allocate approximately 5 hours per week to private study and completing learning activities and assessments.

How will I be assessed?

AIOE provides learning materials for the vocational education courses and each of the units has competency based assessment tasks. Your assessment tasks in each unit will vary but may include assignments and practical demonstrations of your competence via role plays or the like as well as by class tests and formal examinations.

Your teacher/trainer/assessor may use opportunities in class to assess you or there may be set dates for assignments.

You should keep a copy of any submitted assignments for your future reference and also in the event that they are misplaced.

Vocational courses are assessed in terms of competency standards and uses the following codes in terms of your performance in each module of course/unit(s) of competency.

C Competent

NYC Not yet competent

RPL Recognition of Prior Learning

CT Credit Transfer

If you do not achieve competency in a module where it is shown that you have satisfactory participation and you have attempted all tasks you can be offered the opportunity of a supplementary assessment task.

SUPPORT / WELFARE

Support Services staff of AIOE are available to provide general advice and assistance with academic, English language problems and counselling issues that may be affecting your study. The contact point for getting assistance can be direct to your trainer for one to one help with subject matter, or to the Student Advisor via email at admin@aioe.edu.au or Phone on 8046 6445.

Discuss the options with your trainer if you are having difficulty completing assessments or if for a valid reason you need to request an extension on an assignment.

Participants requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

Counselling and Psychologist Services Sydney

<http://www.counsellingsydney.com.au/> is our first contact and they can be found in a number of locations throughout Sydney.

A directory of welfare services is available on the Liverpool Library website at <http://www.datadiction.com.au/bin/dd.dll/Lincs?xps3&mbr=LIV&a=11&gid=5633&k=1>

And a selection of services is also contained in the appendix section of this handbook.

OVERSEAS STUDENT HEALTH COVER

The Australian Government requires all overseas students to pay for Overseas Student Health Cover (OSHC) during their stay in Australia. This cover can be organized by you or through AIOE. AIOE's preferred OSHC provider is Australian Health Management (AHM). The link below helps you find out your entitlements with AHM <http://www.ahm.com.au/7352/About-OSHC>

OSHC coverage enables you to get some money back for used health services. You must notify your OSHC provider of any changes of address. If your husband, wife or children are joining you in Australia for the duration of your stay, you will need to change to family cover.

Your OSHC helps you pay for the doctors, hospitals, emergency ambulance transport and prescribed medicines. You can choose any doctor on the OSHC's list. If you miss out on classes when seeing a doctor, remember to get a medical certificate.

You need to show your OSHC membership card every time you use medical services. You will pay the doctor at the time of the visit and take your receipt and your membership card to the insurer's office nearby to be refunded part of your paid receipt.

After-hours medical care: Medical centres are usually open during business hours in Australia. If you become ill outside business hours, some Medical centres are open 24 hours. Only in serious and urgent cases should you go straight to an emergency department in a public hospital.

Public Hospitals are operated by the state government. *Private Hospitals* are operated on a commercial basis. Your OSHC insurance will detail the limits of your health coverage for hospital services.

Specialists: You must see a doctor first to get a referral to a specialist. Check with your OSHC provider to see which specialist services you are covered for.

LANGUAGE LITERACY & NUMERACY

AIOE undertakes a Language, literacy and numeracy (LLN) assessment of each participant at the commencement of their vocational course.

You are encouraged to seek help if you feel that language, literacy or numeracy issues are affecting your ability to succeed in your enrolled course.

If any of these issues are considered to be an obstruction to completing the course successfully you may be advised to concentrate on the foundation skills before committing further to your course of study.

DISABILITY

Participants are not required to disclose any disabilities, but should be aware that assistance cannot be provided by AIOE unless the relevant information is known so that appropriate accommodations to study can be implemented.

Information about any disability will be treated with respect to confidentiality and limited to personnel who are involved with organising or delivering the agreed accommodations.

You are encouraged to speak with the Compliance Manager if you feel that you have been treated unfairly because of your disability or you can request resolution through the Complaints and Appeals procedures (see our Complaints and Appeals policy at www.aioe.edu.au).

CODE OF CONDUCT & OBLIGATIONS

AIOE recognises the right of all staff and participants to enjoy working or studying in a harmonious environment free from discrimination and harassment and based on codes of conduct that foster a positive educational environment.

Implicit in this is courteous behaviour and interactions at all times.

Student responsibilities include:

- ✓ Understanding and accepting the enrolment conditions for your course.
 - ✓ Giving accurate information about yourself at enrolment, and advising us of any changes to your personal information.
 - ✓ Recognising the rights of staff, trainers, assessors, and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
 - ✓ Regular and punctual attendance
- Ensuring you attend classes sober and free from drugs.
- ✓ Paying your fees as they are due in accordance with your fee schedule
 - ✓ Promptly reporting all incidents of harassment or injury to the office
 - ✓ Respecting the organisation's property and observing all instructions for the use of equipment.
 - ✓ Coming to class prepared for that session and bringing all required materials and equipment.

If you do not follow the rules in the code of conduct the following will apply

The Academic Manager will contact you to discuss the issue or behaviour and to determine how the issue might be corrected. This will be documented, signed by all parties and included on your personal file.

If your behaviour continues or the issue is unresolved, you must attend a personal interview with the PEO to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.

Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to correct the behaviour. A copy of this letter will be included on your personal file.

Should the issue or behaviour still continue, your course will be cancelled and you will be notified in writing that your enrolment has been terminated.

If you believe that the termination of your enrolment is unjustified, then you have 20 working days in which to file a written complaint/appeal. Please refer to the complaints and appeals section of this handbook.

If you are an international student on a student visa, the Department of Immigration will be notified of your enrolment termination. You should contact the Department of Immigration to see how this affects your visa status.

Mobiles:

Staying connected is a necessity we know but both you and your peers have a goal to succeed in this course so out of courtesy to the trainer and your peers please turn your mobile phones off during scheduled class times.

Punctuality:

Classes will start on time but our trainers have your best interests at heart and will always want to catch you up on what you have missed if you are late. This becomes an unnecessary repetition for your peers, and delivery of the material loses its momentum so please be aware of the impact of arriving late.

If you do arrive after class has started please reduce the interruption as much as possible.

Change of Address

An obligation of all participants is to keep your contact details up to date. You must within 7 days of any change inform AIOE of the change. If you change any of your contact details such as your postal address, email address or telephone number please advise the Administration Manager as soon as possible so that your personal details can be updated.

Attendance

You are required to attend ALL classes. Your teacher will mark the class roll at the beginning of each class to mark your attendance.

If your attendance falls below 90%, you will be contacted and warned about the consequences of your poor attendance on your course progress and for overseas participants the repercussions on your visa status.

If your attendance falls below 80%, or you have been absent for more than 5 days consecutive you will be requested to meet with the Academic or Academic Manager to discuss the reasons for the absences, to commit to improved attendance at classes and to agree to a training plan that assists you to get your studies back on track.

If you believe that the attendance reporting is inaccurate or unfair, you may access the Complaints and Appeals process.

Participants on Student Visas who do not immediately begin attending classes and attend a scheduled meeting with the Academic or Academic Manager will be advised of AIOE's Intention to Report you to the Department of Immigration via PRISMS. Once this Intention to Report has been done, the overseas participant has 20 working days to access AIOE's Complaints and Appeals process. If an appeal has not been received in the required time the ITR will proceed via PRISMS reporting. PRISMS is the Australian Government's online system for managing Student Visa holders. If an appeal has been filed, no report will be made to the Department of Immigration until the outcome of the appeal has been determined.

Sick Leave

If you are unable to attend class because you feel ill you must get a certificate from a registered medical provider (GP), covering the dates you were absent and submit this certificate to your teacher/ trainer/assessor or to the Academic Manager. Missed assessments must be made up within a reasonable timeframe.

Approved leave

Participants must apply for Approved Leave in writing and give supporting documentation to the Academic Manager for approval. If leave is requested for more than 3 days during the course, students may be required to cancel or defer their studies, and reapply to enter a later course.

Expulsion

AIOE reserves the right to expel students for serious misconduct. Fees paid are not refunded for expelled students.

ID Card and Verification

On enrolment into the course you would have been issued with a participant number that is your specific ID for every course you do with AIOE.

At Orientation, you will be given your AIOE ID card.

Make sure that you quote your ID number in all communication with AIOE and importantly when you make a course payment, so there is no delay with you verifying payment has been made.

You will also need to have your card with you for every scheduled formal assessment and examination at AIOE.

If a fulltime student, your ID card may allow you to access Student concessions available to full-time students in New South Wales.

International participants cannot access student travel discounts in NSW and must purchase an ADULT OPAL card for travel on public transport systems.

COURSE EVALUATION

AIOE is committed to improving its courses and services and we appreciate your feedback at any time during your study with us. We also schedule distribution of a survey at the end of your course where we ask you to evaluate your experience at our college.

Your feedback from the survey helps us to revise the course and improve delivery.

AIOE wants your experience at our college to be a positive and satisfying experience. If you have a concern or a complaint, please follow the procedures in the Complaints or Appeals Policy found on our website.

CERTIFICATE & TRANSCRIPTS

Upon successful completion of the course you will be awarded with a certificate or a Statement of Attainment for the units completed.

Your final results and certificates are posted to you following successful completion of the course so ensure you notify AIOE of any change of address.

If you require a replacement certification because you have lost your qualification or Statement of Attainment, please email the Administration Manager. You will need to send a statutory declaration outlining how you lost the original. An administration charge will apply for replacements.

PAYMENT OPTIONS

All course fees must be paid before commencement of the term.

Payment should be made out to;

Account name: Australian Institute of English

Bank: Commonwealth Bank of Australia

SWIFT Code: CTBAAU2S | **BSB:** 062128 | **Account Number:** 10964957

Bank Address: Cnr Burwood Rd and Belmore St, Burwood NSW 2134

It is important that you meet your obligations in terms of Course fees. If you fail to meet these obligations, you will not receive your results or receive any transcripts or certifications until the outstanding fees have been paid.

REFUNDS

AIOE has a schedule of full or partial refunds. Refunds that are applied are subject to notice period and/or circumstances.

Refer to our Refunds policy at www.aioe.edu.au.

Withdrawal from a course:

If you wish to discontinue a course of study you need to inform AIOE in writing as closely as possible to the time the decision has been made.

The time of your notification of your time of withdrawal from the course will determine your eligibility for a refund.

Approved withdrawals from a unit will not be deemed as having failed a unit.

Transfers to another course or a later offering apply where a participant is unable to attend the scheduled course due to extended illness or extreme circumstances; or if a course is cancelled by the AIOE.

All applications for refunds of fees must be made in writing Attention to:

Principal Education Officer (PEO)

Email: principal@aioe.edu.au

PRIVACY

AIOE collects, uses, stores and discloses personal information in accordance with privacy principles in the Privacy Act 2000.

Your records contain personal information and are therefore kept confidential. Except where required by law or normal course delivery requirements or by extenuating circumstances, you are the only person with whom we can discuss your academic record unless you authorize otherwise.

FURTHER INFORMATION?

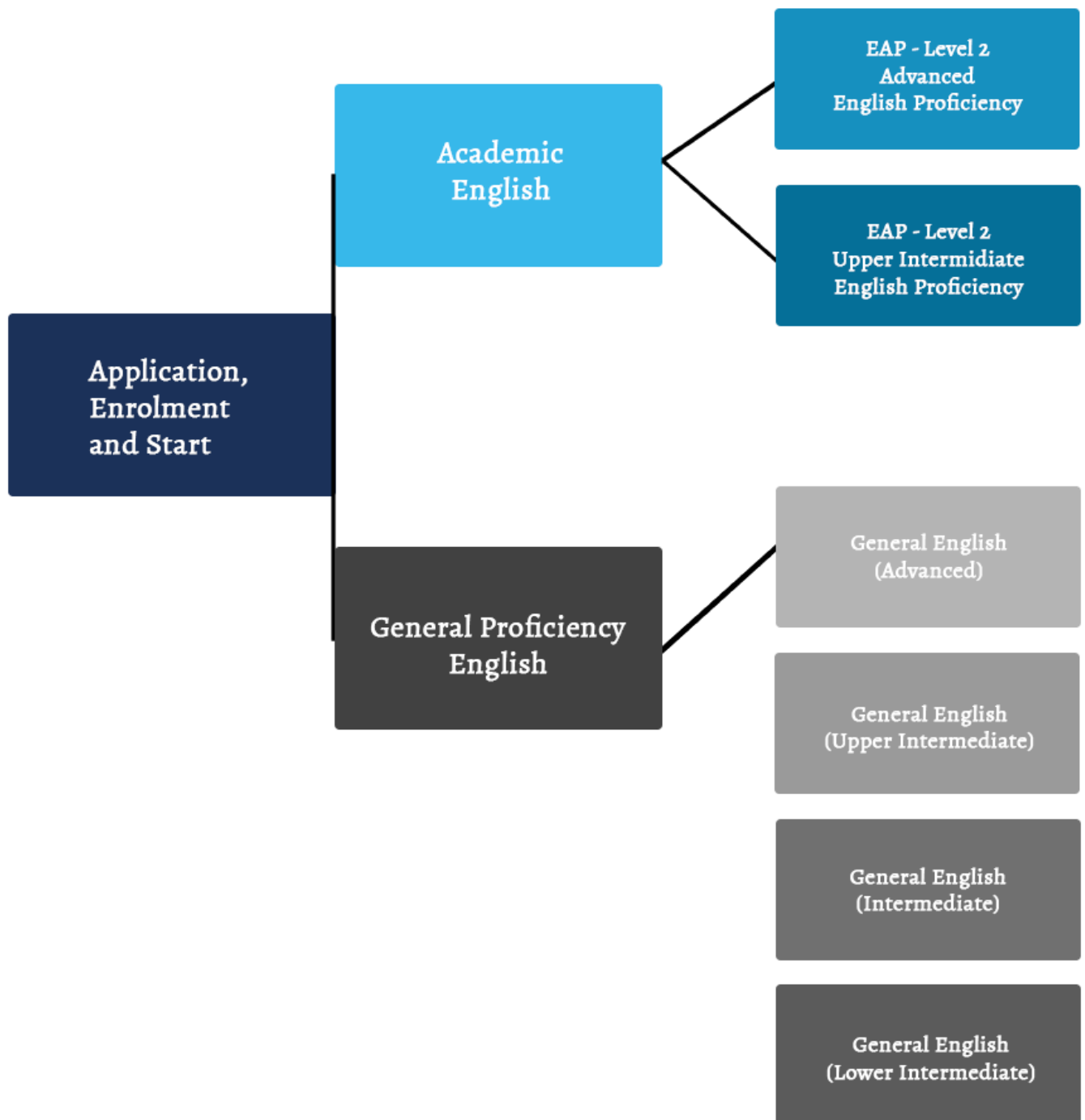
For more information about the courses available at AIOE please contact

Administration Manager

Email: info@aioe.edu.au

Appendix 1: SAMPLE CLASS ELICOS TIMETABLE

ELICOS COURSES AND PATHWAYS AT AUSTRALIAN INSTITUTE OF ENGLISH (AIOE) CRICOS PROVIDER NO: 03479C



Appendix 2: SERVICES

LOCAL AND MEDICAL CENTRES

Sydney Medical Centre

300.0 m · 580 George Street

(02) 9261 9200

Arys Health Medical Centre

280 Pitt Street

(02) 8188 2299

World Square CBD Medical Centre

World Square Shopping Centre

644 George Street, Shop 9.09c World Square Shopping Centre

(02) 9777 0024

Sydney Medical Centre

· 580 George St

(02) 9261 9200

Town Hall Clinic

· Medical Clinic

50 York St

(02) 9299 4661

Sydney Premier Medical & Health Centre

309 Pitt St

(02) 8964 8677

George Street Medical Centre

308 George St

(02) 9231 3211

MediCentral

· level 11/501 George St

(02) 8378 6666

Healthcare Imaging Services

580 George St

(02) 9261 9240

Sydney CBD Medical Centre & Skin Cancer Clinic

242 Castlereagh St

(02) 9268 0133

Sydney CBD Doctors

101/309 Pitt St

(02) 8964 8647

Olympus Medical Centre Circular Quay

3.2 (13) · Medical Clinic

1.6 km · 234 George St

(02) 8274 7100

Open · Closes 5PM

Haymarket Medical-Dental Clinic

5.0 (1) · Medical Clinic

240.0 m · 5/650 George St

(02) 9283 2808

Open · Closes 7PM

Sydney Medical Centre Pharmacy

4.0 (4) · Community Health Centre

300.0 m · 580 George Street, Upper Level

(02) 9264 0484

Open · Closes 8:30PM

Wellnation Clinics - Sydney

4.8 (4) · Medical Clinic

750.0 m · level 3/815 George St

(02) 8204 7783

Open · Closes 5PM

Hyde Park Medical Centre - Sydney CBD

3.1 (114) · Medical Center

210.0 m · 175 Liverpool St

(02) 9283 1234

Open · Closes 7PM

Primary Psychology Sydney

No reviews · Psychologist

300.0 m · 3/580 George St

(02) 9261 9200

Open · Closes 9PM

Holdsworth House Medical Practice

4.3 (39) · Medical Center

400.0 m · 26 College St

(02) 9331 7228

Open · Closes 7PM

Myhealth Medical Centre Sydney CBD

4.4 (101) · Medical Clinic

600.0 m · 8/151 Castlereagh St

(02) 8197 3388

Open · Closes 6PM

CBD Health Sydney

5.0 (3) · Alternative Medicine Practitioner

1.1 km · 103/343 George St

(02) 9299 1311

Open · Closes 6PM

1.8 Transport

Using public transport in NSW

Before you set out, find out about accessible public transport, staying safe during

your trip, travelling with equipment or animals, and more.

Please visit the website <http://www.transportnsw.info/en/index.page?> for information

such as trip planners, transport status, tickets, timetables and maps.

Local taxi companies

®	Taxis combined- 9-13 O'Riordan Street Alexandria NSW Ph.13 33 00
®	Premier Cabs -33 Woodville Road Granville NSW Ph. 13 10 17

Post Office

®	World Square Shopping Centre, Shop 1048/644 George St, Sydney NSW 2000 Ph. 13 13 18
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1.9 AUTOMATIC TELLER MACHINES IN PITT STREET AND SURROUNDS

Suncorp Bank ATM

ATM

2/379 Pitt St

13 11 55

ANZ ATM 242 Pitt St (Smart)

242 Pitt St

13 13 14

National Australia Bank

- 292 Pitt St
- 210 Pitt St
- 101/103 Pitt St
- 134 Liverpool St

- 242 Pitt St

ANZ ATM

- 477 Pitt St
- 118 Pitt St
- **644 George St- World Square Shopping Centre**

St.George ATM

- Pitt & Market St
- 699 George St
- 37 Pitt St
- 43 Oxford St
- Sydney Tower, 450 George St

Bankwest ATM

585 George St

Westpac ATM

- 242 Castlereagh St

1.10 Living and studying in Australia

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The website also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Sydney.

This first section of the handbook provides you with information about the courses we offer how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

1.11 Arranging travel and documents to bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

The nearest international Airport is Kingsford Smith Airport in Mascot, 8 kilometres south of the city centre in Sydney.

You will need to prepare a folder of official documents to bring with you to Australia including:

Valid passport including a valid student visa. Your Confirmation of Enrolment (CoE). Insurance policies. Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Australian Institute of Entrepreneurs at the time of confirmation of enrolment.
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If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

1.12 Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

1.13 Arriving in Australia through Kingsford Smith Airport

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

1.14 Travellers information service at Kingsford Smith Airport

Our Airport Ambassadors wear bright blue jackets to ensure they are easily identifiable and stand out.

Airport Ambassadors are located throughout T1 and T2, including at well-marked information desks:

- International Terminal (T1) - Departures Level
- Between check-in counters "G" and "H"
- Opposite check-in counter "D", near front terminal entrance
- Opposite SYD Airport Tax and Duty Free Store after immigration and security screening
- International Terminal (T1) - Arrivals Level
- Opposite passenger exit A and B
- Domestic Terminal (T2) - Arrivals Level
- Opposite baggage carousel number 2
- Traveling to your accommodation

By Train

Sydney Airport is located just 13 minutes by train from the city. There are train stations located at both the International and Domestic terminals, which operate as part of the Airport Link train service.

The Domestic terminal train station is located directly between T2 and T3 terminals and is accessible from within the terminals from the Arrivals level.

The International terminal train station is located at the northern end of the terminal and is accessible from the Arrivals level.

For more information about Airport Link, including fares, maps and travel planners, visit the Airport Link website or phone +61 2 8337 8417 For the latest information about the Sydney train network, service and track work updates, and other Sydney train information, visit the Sydney Trains website.

1.15 Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them). Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Appendix 3: COMMUNITY SERVICES DIRECTORY

Telephone Counselling Services

If you feel anxious or depressed organisations such as Beyond Blue & Lifeline can provide free and confidential 24-hour service to help anyone who feels stressed, worried, sad or anxious about anything in their lives. Both organisations can be reached by phone, email and online 24 hours a day and offer resources in Mandarin, Hindi and many other languages.

Beyond Blue

Beyond Blue takes a public health approach, which focuses on improving the health of the whole population, across the whole lifespan. They tailor approaches when working with specific population groups, and work in a range of settings including educational settings, workplaces, health services and online. This is so they can be accessible to as many people as possible. Web: Beyondblue.org.au Phone: 1300 224 636

Lifeline

Lifeline is a confidential telephone crisis support service available 24/7 from a landline, payphone or mobile. Anyone across Australia experiencing a personal crisis or thinking about suicide can contact Lifeline. Regardless of age, gender, ethnicity, religion or sexual orientation the trained volunteers are ready to listen, provide support and referrals. They answer around 1,400 calls every day from Australians needing crisis support and suicide prevention.

Web: lifeline.org.au Phone: 13 11 14

Legal Support Services

NSW: Redfern Legal Centre provides free, confidential legal advice to international students living in New South Wales about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. The Centre can also advise how these problems affect student visas. Call (02) 9698 7645. Advice is by appointment on a Wednesday evening, either in person, by phone or using video-link up.

To call, using a free telephone interpreter, call the Translating and Interpreting Service on 131 450.

Visit the Redfern Legal Centre website at <http://rlc.org.au/our-services/international-students> to find out more about their free legal advice service for international students.

Council of International Students Australia (CISA) is the national peak student representative body independently run by international students for international students. Web: <http://www.cisa.edu.au/> Useful Contacts DIBP: 131 881

Appendix 5: POLICY & PROCEDURE excerpts.

See AIOE website for full policies and procedures

- 1. COMPLAINTS & APPEALS POLICY AND PROCEDURE (International & Domestic students)**
- 2. MONITORING COURSE PROGRESS (International students)**
- 3. FORMALISATION OF ENROLMENT & REFUND POLICY (International & Domestic Students)**

1. COMPLAINTS & APPEALS POLICY AND PROCEDURE

PURPOSE

This policy is in place to ensure that Australian Institute of English (AIOE) provides access to a complaints resolution and appeals process that is fair and available at minimal cost.

POLICY

This policy and procedure provide clear and practical guidelines to ensure that complaints and appeals received about AIOE, about and from participants, trainers, teachers, staff and/or third parties, can be resolved equitably and efficiently, and wherever possible at the informal level where appropriate and in accordance with the principles of natural justice.

2. Monitoring Course Progress – Policy and Procedure

PURPOSE

The purpose of this policy is to provide framework for dealing with unsatisfactory course progress and taking remedial actions for international students. This policy also ensures that international students maintain satisfactory course progress throughout the duration of their enrolment.

SCOPE

This policy applies to all international students enrolled to study at Australian Institute of English (AIOE).

GENERAL PROCEDURES

1. CRICOS timetables are prepared for each qualification/class in accordance with registered course duration in PRISMS. Students will receive a copy of the CRICOS timetable and a schedule of unit delivery at the orientation prior to course commencement. The schedule of unit delivery shows:
 - **The units of competency**
 - **Delivery and assessment hours**
 - **Assessment schedule**
 - **Term breaks**
2. In compliance with National Code Standard 8 the Intervention Officer(s) will monitor the course progress of each student.
3. **Requirements for achieving satisfactory course progress:**
 - 3.1 Students need to achieve minimum of 50% or more of the units of competency enrolled in AIOE's registered VET course to achieve satisfactory course progress.
 - 3.2 Students need to be aware that they will be reported to DHA if they do not maintain satisfactory course progress.
 - 3.3 AIOE has early intervention strategies in place to ensure that students who are deemed 'NYC' (failed) for any unit of competency are identified and assisted to maintain their satisfactory course progress by relevant AIOE personnel.
4. **Process for assessing satisfactory course progress:**
 - 4.1 Attendance and assessment results are recorded and monitored weekly by the Intervention Officer(s) at the end of each unit of competency as follows:
 - 4.1.1 Trainer(s) forward(s) all the student results from each of their class to the Administration Officer.
 - 4.1.2 Student results (C or NYC) are updated in aXcelerate under each student's profile by Intervention Officer(s).
 - 4.1.3 Intervention Officer(s) identify the students who are deemed 'NYC' for any unit of competency.

5. Procedures for intervention for students at risk of failing to achieve satisfactory course progress

- 5.1 AIOE has early intervention strategies in place to ensure that students maintain 100% of course progress during their studies.
- 5.2 AIOE has identified that it is the best practice to intervene at unit level as this poses a risk of failing to achieve satisfactory course progress and the intervention should be activated as soon as student receives a 'NYC' result.
- 5.3 This ensures that students are constantly being informed the importance of maintaining 100% satisfactory course progress throughout their studies.
- 5.4 Intervention strategy is activated for students who have received 'NYC' result for any unit of competency at the end of a unit completion.
- 5.5 This means that students who are deemed Not Yet Competent, their names are placed into the aXcelerate's 'Unit Feedback' email and sent to each student.
- 5.6 Students with NYC results are encouraged to make appointments with Intervention Officer(s) to discuss the reasons of their NYC results (failures).
- 5.7 Student appointments are recorded in each student's profile in aXcelerate and these appointments act as a counselling session to discuss the reasons of student's NYC result(s) (failures).
- 5.8 Once a Counselling session is finalized and signed by the student, Intervention Officers continue to monitor the progress of these students.
- 5.9 The Students who have failed 2 or less number of Unit of competency will work on these reassessments with their Trainers under the Student Intervention Training (SIT) Program. Students who have failed more than 2 Units of Competency, a special Student Intervention Training (SIT) Program is arranged for the students. A special timetable is developed outside the normal course timetable to enable them to maintain course progress.
- 5.10 A sanction is placed on the students file in aXcelerate so that these students can be monitored regularly with feedback from the trainers.

6. Process for determining the point at which the student has failed to meet satisfactory course progress

- 6.1 At the end of each term of study, the Student Intervention Officer(s) will generate a report from aXcelerate which lists the students that received NYC units for that study period. Students who are deemed NYC or failed 50% or more of the units of competency attained in that study period will be deemed as failing to meet satisfactory course progress.
- 6.2 The Student Intervention Officer(s) will contact each international student who are identified as failing to meet satisfactory course progress and arrange an appointment with Academic Manager or other designated staff for counselling session to be held as specified within five (5) days of that communication.
- 6.3 During the academic counselling session the Student Intervention Officer in consultation with the Academic Manager will determine what additional support will be provided to the international student. This may include, but is not limited to, the international student:
- attending Special Intervention Training (SIT) Program which is conducted on weekly basis by designated trainer/assessor;
 - attending academic skills programs and/or assistance with LLN issues if any;
 - attending at least a specified number of scheduled classes during specified period of time;
 - attending counselling;
 - receiving assistance or professional help with personal issues which are influencing Course Progress;
 - receiving mentoring; or
 - combination of the above.

During the academic counselling sessions the student will also be advised:

- on the suitability of the course in which they are enrolled;
 - of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
 - of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive terms of study could lead to their enrolment being terminated, resulting in a report to DHA which may result in the cancellation of their student visa (based on the decision of DIBP).
- 6.4 A record of the academic counselling session (Intervention form/Counselling form) and any additional support to be provided will be documented and signed by the Student

Intervention Officer(s)/PEO/Academic Manager/ and the student and placed on the student's file.

7. Continuing failure to meet course progress requirements:

- 7.1 If an international student fails to meet the course progress requirements in a second consecutive term of study after an intervention strategy has been put in place, Student Services will advise the international student in writing of the intention to report the student for not achieving satisfactory course progress. The international student will also be advised that they have a right to appeal the decision within 20 working days of the date stated on the letter.
- 7.2 If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, AIOE does not report the student for unsatisfactory course progress.

8. Complaints and appeals process for intention to report

- 8.1 A student may appeal to the intention to report decision on the following grounds:
- i. provider's failure to record or calculate a student's marks accurately,
 - ii. compassionate or compelling circumstances, or
 - iii. provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- 8.2 If the international student lodges an appeal, during the period the appeal is being considered, the international student must continue their studies in the course until the outcome of that appeal has been finalized.
- 8.3 Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
- 8.4 If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), AIOE does not report the student, and there is no requirement for intervention.
- 8.5 If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through AIOE's intervention strategy, and AIOE does not report the student.
- 8.6 Where the international student has chosen not to access the complaints and appeals process, the student withdraws from the process, or the process is completed (ie. the

student's appeal was unsuccessful) within 20 working days, the international student's enrolment will be formally terminated and the Student Services Officer will report the student to DHA and Department of Education via PRISMS. A copy of all the student's documentation along with the cancelled CoE, PRISM variation report and any other relevant document(s) should be uploaded in aXcelerate as well as placed in the Student's file.

8.7 DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a DHA office.

Staff involved /responsible for recording, monitoring, counselling and reporting on course progress

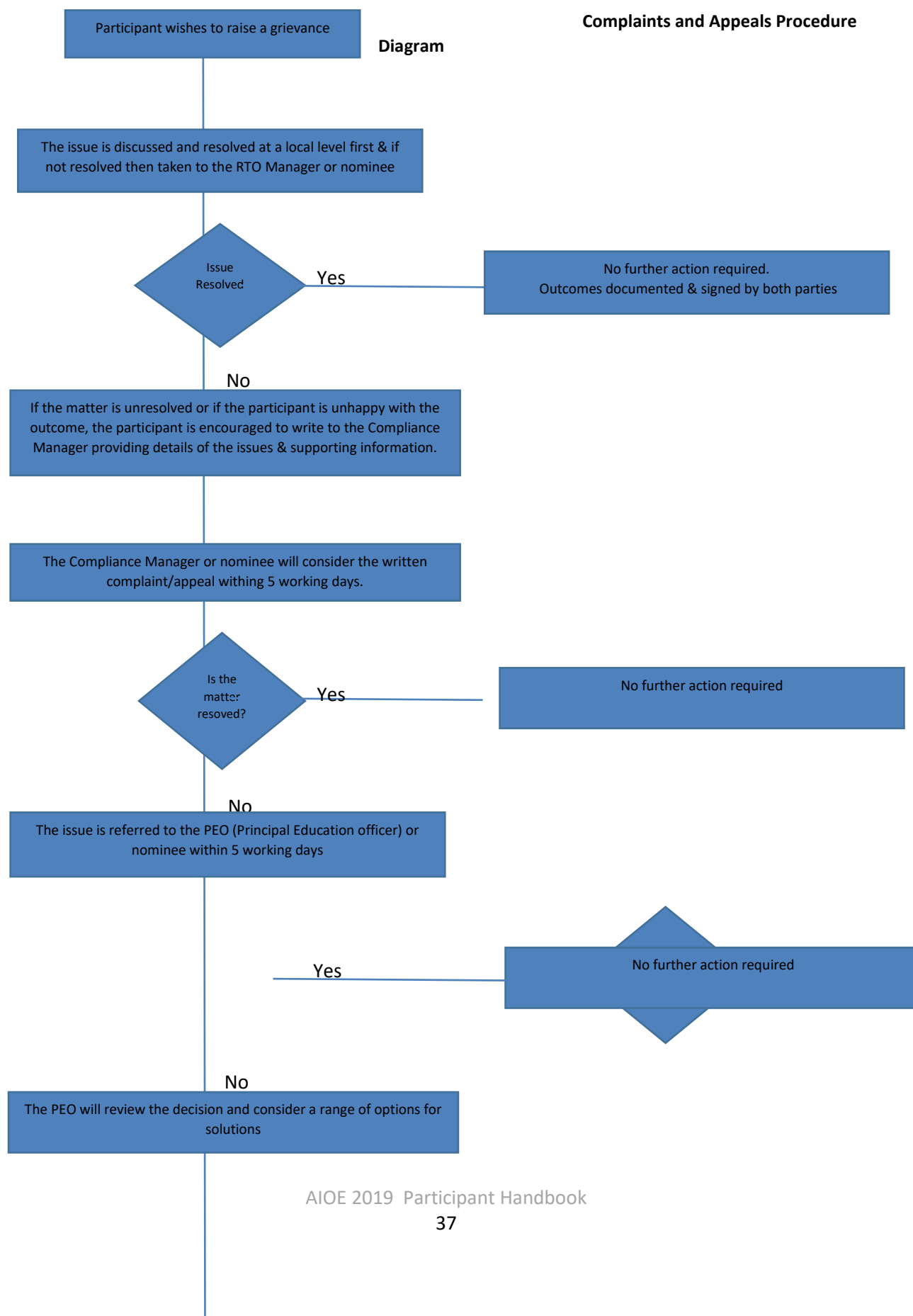
- Trainers/Assessors
- Academic Manager
- Student Services Officer(s)
- Student Intervention Officer(s)
- PEO
- Student Welfare

Policy review

This policy covers all international students studying at AIOE. This policy is available to students and staff by way of the college website(s) and through student/staff orientation handbooks.

This policy will be reviewed as part of the College's one-year policy review cycle or as required by regulatory changes.

Complaints and Appeals Procedure



The participant is advised in writing within 14 working days and can then access the External Appeals process within 10 working days.

Overseas Student: Overseas Ombudsman
Local Students: NSW Ombudsman or ASQA

If the appeal process results in a decision that supports the participant, AIOE will implement the decision or take the appropriate corrective/preventive action as required.

3. FORMALISATION of ENROLMENT AND REFUND POLICY

PURPOSE

This policy is in place to ensure that Australian Institute of English (AIOE) Pty Ltd formally enters into written agreements with each participant by way of Letter of offer and sets out the conditions under which the refund of course fees may be granted and how refunds will be administered.

POLICY - For International Students

Australian Institute of English Pty Ltd will enter into a written agreement with each participant prior to accepting any money from the participant and will:

- a. identify the course or courses in which the participant is to be enrolled and any conditions on the enrolment
- b. provide an itemised list of course money payable by the participant
- c. provide information in relation to refunds of course money
- d. amounts that may or may not be repaid to the participant (including any course money collected by education agents on behalf of the registered provider)
- e. processes for claiming a refund
- f. a plain English explanation of what happens in the event of a course not being delivered.

- g. a statement that 'This agreement, and the availability of complaints and appeals processes, does not remove the right of the participant to take action under Australia's consumer protection laws'.
- h. set out the circumstances in which personal information about the participant may be shared between AIOE and the Australian Government and designated authorities (and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager). Personal information includes personal and contact details, course enrolment details and variations to enrolment, and the circumstance of any suspected breach by the participant of a Student Visa condition.
- i. advise the participant of the obligation to notify the registered provider of a change of address while enrolled in the course.

Schedule A
Prior to course commencement <ul style="list-style-type: none"> Written notice of withdrawal provided at least 28 working days prior to course commencement <ul style="list-style-type: none"> Paid tuition fees refunded, less enrolment fee (non-refundable) Written notice of withdrawal provided less than 28 working days prior to course commencement <ul style="list-style-type: none"> Refund equal to 50% of the paid tuition fees. The non-tuition fees are exempt from the refund amount. Visa refusal which caused the student's failure to start the course before the course commencement <ul style="list-style-type: none"> Paid tuition fees refunded, less enrolment fee (non-refundable).
After the course commencement <ul style="list-style-type: none"> Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course <ul style="list-style-type: none"> No refund of the enrolment fee (non-refundable) and the first term fee. The subsequent terms paid in advance will be refunded. If a student's visa application is rejected after the student has commenced the course <ul style="list-style-type: none"> The refund amount calculated will be the weekly tuition fee times the weeks in default period. The non-tuition fees are exempt from the refund amount. AIOE refuses to continue the student in the course because of student misbehavior, breached visa conditions, failure to pay outstanding fees <ul style="list-style-type: none"> No refund of the enrolment fee and current term fee. The subsequent terms paid in advance will be refunded.
Course Cancellation <ul style="list-style-type: none"> AIOE cancels the course prior to course commencement <ul style="list-style-type: none"> All monies paid to the provider, less enrolment fee (non-refundable), will be refunded. AIOE cancels the course before its expected end date <p>In the unlikely event of an Australian Institute of Entrepreneurs default of a course, students will be offered with two options:</p> <ul style="list-style-type: none"> Full refund: The refund amount calculated will be the weekly tuition fee times the weeks in default period; or Alternative Course Arrangement: Students can be offered an alternative course at Australian Institute of Entrepreneurs with no extra charge. Students will have the right to choose one of the above option.

POLICY PRINCIPLES

AIOE will not accept course money from any participant until the participant has signed and accepted the agreement. Course money may be received at the same time as the verification of acceptance in the case of a signed acceptance with an accompanying payment.

If money is received prior to receipt of assigned course agreement, AIOE will contact the participant or agent to inform them that the payment cannot be processed and enrolment cannot occur until the written agreement from the participant is received. AIOE will provide the detail in writing, of how the amount of the refund has been calculated.

Unless AIOE is provided with written direction to pay the refund to someone else, all refunds will be paid to the participant who entered into the agreement with AIOE. All refunds will be paid in Australian currency.

This policy and availability of AIOE's complaints and appeals processes, does not remove the right of the participant to take action under Australia's consumer protection law, AIOE's dispute resolution processes do not remove the participant's rights to pursue other legal remedies.

INFORMATION FOR OVERSEAS STUDENTS

Welcome to Australia

WHAT IS THE WEATHER LIKE IN AUSTRALIA?

Mainland Australia is the world's largest island but also the smallest continent. The country is divided into 6 states and 2 territories.



Australian Capital Territory (ACT) has the national capital of Canberra. It is approximately 290 km (180 miles) south of Sydney, and has Parliament House, the Australian War Memorial and the National Gallery of Australia.

Victoria (VIC) is the smallest of the mainland states in size but has Australia's second most populated city, Melbourne. Melbourne is famed for its graffiti laneways and café scene

Tasmania (TAS) is separated from mainland Australia by the Bass Strait and is the smallest state in Australia and one of the world's most mountainous islands. The capital is Hobart

South Australia (SA) in the southern central part of Australia covers some of the most arid parts of the continent. The state's capital is Adelaide. South Australia is known as the 'Festival State' and has 500+ events and festivals each year.



Western Australia (WA) is Australia's largest state with desert in the east and 13,000 kilometres of pristine coastline on the west. The state's capital is Perth.

Northern Territory (NT) is at the top end of Australia and is famous for places like Alice Springs which is almost exactly Australia's geographical centre, and Uluru (Ayers Rock), and Kakadu National Park.

Queensland (QLD) is Australia's second-largest state and has the Great Barrier Reef, the world's most extensive subtropical rainforest and World Heritage-listed islands.

New South Wales (NSW) is Australia's oldest and most populated state. It was originally settled as a penal colony where Sydney is located. Sydney is the Australia's largest city and for those of us who live here the most beautiful city in Australia.

So.... Congratulations for choosing to study in Sydney, with AIOE.

Source: <http://www.australia.com/en/facts/cities-states-territories.html>

Source: <http://www.australia.com/en/facts/australias-seasons.html>

Climate

Australia's climate varies greatly throughout the eight states and territories; there are four seasons across most of the country and a wet and dry season in the tropical north.

Australia's seasons are at opposite times to those in the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter; and September to November is spring.





Time Zones

Australia is divided into three separate time zones:

1. Australian Eastern Standard Time (AEST) = Coordinated Universal Time plus 10 hours (UTC +10).
2. Australian Central Standard Time (ACST)= Coordinated Universal Time plus 9½ hours (UTC +9½). and
3. Australian Western Standard Time (AWST) = Coordinated Universal Time plus 8 hours (UTC +8).

Daylight saving time

In the Australian summer, New South Wales, Victoria, South Australia, Tasmania and the ACT turn their clocks forward one hour to Daylight Saving Time (DST).

Daylight Saving Time begins at 2am (AEST) on the first Sunday in October and ends at 3am (Australian Eastern Daylight Time) on the first Sunday in April.

Daylight saving is not observed in Queensland, the Northern Territory or Western Australia.

Multicultural Environment

The City of Sydney is a community with a population of diverse cultural backgrounds. Our international students are also a significant part of our multicultural population.

Chinese, Thai, Vietnamese Korean, Japanese, Indian, Spanish, Italian, Greek, Turkish, Lebanese, Fijian, Somalian Portuguese Filipino communities are just some of the ethnic backgrounds found in and around Sydney giving the city is vibrancy and colour.

Social norms

Sydney is a city of cultural and religious diversity and it is against the law to discriminate on the basis of age, gender, race, religious beliefs, disability, sexual orientation, or marital status amongst others,

It is considered impolite to ask about personal details such as income, marital status, political views, sexuality or religion.

There are laws in Australia which prohibit smoking inside or near public buildings, including cafés, restaurants, bars and toilets as well as train stations and bus shelters.

Australians are generally informal in their approach and conversation and usually address people by their given names. They are also in general modest about their achievements and tend to use humour a lot to make fun of themselves. Making eye contact when speaking with others is considered respectful.

Public Transport

Public transport around Sydney includes buses, trains, ferries, light rail. Suburban and regional areas are serviced by trains. Go to <http://www.transportnsw.info/> to see train, ferry and bus maps, routes and timetables . Taxi and Uber drivers are generally easy to flag down.

Sydney Public transport uses an automated ticketing system called an Opal card which can be purchased at train stations and ferry terminals, and retail outlets displaying the Opal card sign.

Before you get on the train, ferry or bus, you must tap your card onto the indicated place and the machine will tell you how much money you have on your card. When you then get off the train / ferry / bus, you tap off again and it will charge your card the correct amount. Fines for not paying for public transport start around \$200. International students are not eligible for concession fares.



Driving in Australia

If you want to drive in Australia and already have your driver's licence, you can apply for an international driver's licence which is valid in Australia. The road rules in Australia will be different so make sure you know them before you start to drive in Sydney. For more information about driving in Australia visit www.rms.nsw.gov.au.

Key Road Guidelines

- Drive on the left-hand side of the road.
- Driver and all passengers **MUST** wear seatbelts.
- Speed limits are enforced.
- Breath testing for alcohol and drugs is done by police at points they set up on the road at anytime day or night. You must pull over to be breath tested if waved in by the police.
- Driving with blood alcohol content of 0.05% or above is against the law.



Safety

Sydney is a relatively safe place to live and study but we still highly recommend using common-sense and personal safety practices.

The Safe City program works closely with policy and community groups to provide the following safety guidelines. You may also download these guidelines in several languages from here: <http://www.cityofsydney.nsw.gov.au/community/health-and-safety/community-safety/safety-advice>

Things to do in Sydney

Most office business hours in Australia are 9.00am till 5.00pm from Monday to Friday only.

However, most shops are open on both Saturday and Sunday, and there is late night shopping on Thursday nights.



1. Tourist Attractions

- Opera House – go to a show or just walk around
- Climb Sydney Harbour Bridge – www.bridgeclimb.com
- Sydney Aquarium – www.sydneyaquarium.com.au
- Darling Harbour
- Museums -Australian Museum, Australian National Maritime Museum, Hyde Park Barracks Museum, Justice & Police Museum, Museum of Sydney, Powerhouse Museum, Susannah Place Museum, Sydney Jewish Museum.
- Taronga Park Zoo OR Wild Life Sydney Zoo OR Symbio

2. Restaurants and Cafes

- Cafes
- Waterside dining
- Pubs and bars
- Are you missing your cultural food? You are sure to find a restaurant somewhere in Sydney that has it!

3. Shopping

- Around the CBD – Pitt Street Mall, Queen Victoria Building, Galleries Victoria,
- Around Martin Place on Castlereagh, Elizabeth, George and King streets.
- Paddington's Oxford street is a good place for funky boutiques and high-street fashion.
- Markets including: Balmain/ Roselle Bondi, Manly, Glebe, Kirribilli, Paddington and Surry Hills.

4. Beach

- Bondi and Manly are the most famous beaches, but there are plenty of beaches along Sydney's coast.

For more information on things to do in Sydney, go to: www.sydney.com and www.whatsonsydney.com

Working

For International Students on a student visa, you are able to work 20 hours per week and fulltime during holiday periods. There are no work rights for students studying on tourist visas. Forms for approval to work are available from the Administration Manager. Students like to work as an opportunity to practise their English, gain workplace experience and make friends

Food Shopping

Sydney has a wide array of speciality stores where specific ingredients for different menus can be purchased. The main supermarkets which stock most items are Coles, Woolworths and IGA. You can also shop online at Coles and Woolworths. Please refer to shop.coles.com.au or www.woolworthsonline.com.au Typical costs of food:

- Apples = \$3 - \$6 per kilo Bananas = \$5 per kilo
- Broccoli = \$3.50 per kilo Bok Choy = \$1.98 each
- Rice = \$2 per kilo Bread = \$2.50 - \$4.00 per loaf
- Chicken = \$5-12 for 2 breasts or 450g. thighs,
- \$12 for 1 full rotisserie chicken
- Beef = \$5 for 500g mince, \$15 for 2-3 small steaks
- Fish = \$6 for 200g Salmon, \$6 per kilo of Basal

Money Exchange

To exchange money you must have your passport. You can change money at banks, major hotels, airports, and the offices of American Express or Thomas Cook.

Mobiles

You can purchase mobile phones and SIM cards from the post office, Optus, Telstra, Dick Smith, JB Hi-Fi and other mobile stores.

Accommodation

Our preferred accommodation provider is 2 Stay Accommodation Group. They can also help arrange your pick-up from the airport. If you would prefer to have a shared accommodation or your own apartment, you can refer to notice boards, the local newspapers, www.domain.com.au and www.realestate.com.au

Schooling for your children If you are bringing school age dependents, you are required to send them to school and have a choice of public Institutes, private schools and religious

schools. School fees will apply in most cases, but you should check with the school of your choice for their fees.

Australian Institute of English Pty Ltd
RTO ID: 41449
CRICOS No: 03479C

Level 13 338 Pitt Street Sydney NSW 2000
Tel. 02 8046 6445
Website: www.aioe.edu.au

