



**AUSTRALIAN INSTITUTE OF
TECHNOLOGY AND COMMERCE**

STUDENT HANDBOOK

2024

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Last updated: 23 March 2022

AUSTRALIAN INSTITUTE OF TECHNOLOGY AND COMMERCE

This manual provides the necessary information for you to enrol in the Australian Institute of Technology and Commerce. Reasonable efforts have been made to provide you with current information; however, it is your responsibility to check details. This document is a guide only.

It is a condition of enrolment that you read this manual and agree to study at AITC under the policies and procedures as outlined in this document. The AITC Policy Portal can be found at AITC website under 'Forms and Policies' – here you can find any important forms and policies relevant to you as a student at AITC. Please familiarise yourself with the titles of policies, so you can find the correct policy when it is relevant to you. You may be required to complete forms from time to time.

Should you have any queries regarding information in this manual, please contact the administration team at the Student Service Office (details below).

1. CONTACT DETAILS

ADDRESS: AUSTRALIAN INSTITUTE OF TECHNOLOGY AND COMMERCE Pty Ltd.

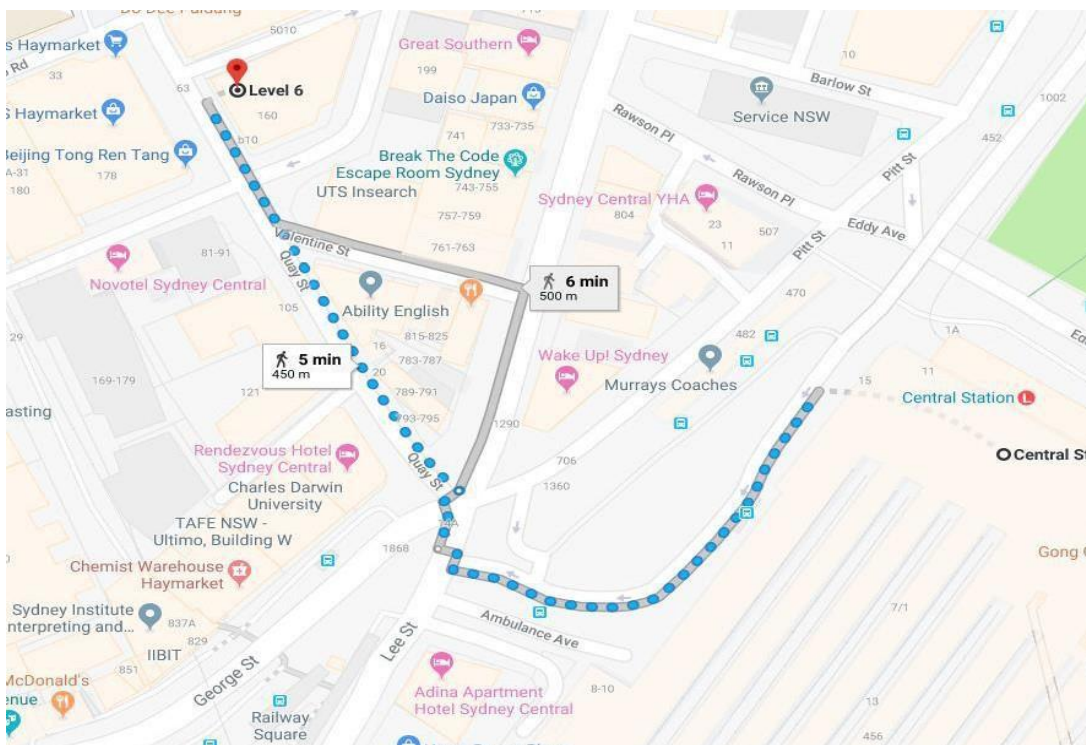
ADMINISTRATION OFFICE: Level 6, 8 Quay Street Haymarket NSW 2000

Please note: AITC is sharing campus facilities at 6/8 Quay Street, Haymarket NSW 2000 with Elite Education Institute.

PHONE: 02 9211 4958
EMAIL: info@aitc.nsw.edu.au (General Enquiries)
WEBSITE: <https://aitc.nsw.edu.au/>
OFFICE BUSINESS HOURS: Monday to Friday 09:30 to 17:30
EMERGENCY CONTACT: 0435659996
STUDENT POINT OF CONTACT: Ms. Nadine Zellerhoff, Registrar (nadine@aitc.nsw.edu.au)

MAP OF CAMPUS

SYDNEY CBD CAMPUS: Level 6, 8 Quay Street, Haymarket NSW 2000



2. WELCOME AND OVERVIEW OF AUSTRALIAN INSTITUTE OF TECHNOLOGY AND COMMERCE

Welcome to Australian Institute of Technology and Commerce (AITC). This handbook will provide you with an overview of important academic and administrative information that will assist you in your studies and help you settle into Australia as a student.

3. MISSION STATEMENT

Australian Institute of Technology and Commerce (AITC) is committed to providing quality higher education in Technology, Engineering, and Commerce. We seek to equip all students with a solid, comprehensive knowledge base on which they can receive advanced, systematic training in their respective disciplines, and are encouraged to exercise individual freedom of intellectual thought and curiosity. By encouraging independent, critical thought and the development of research skills, we prepare students for successful study in their chosen careers and postgraduate field of study. Our curriculum, integrating classroom learning, interaction with practising industry specialists and leaders, combined with providing graduating students with information on workplace integrated learning and internship placement opportunities, and adopts an international perspective and emphasis in particular knowledge of the global technology development that is now increasingly important to all of our students. Finally, it is the Institute's mission to cultivate in its students a sense of social responsibility and service to the global community.

4. COURSE INFORMATION

a) Delivery Mode

All AITC courses are normally delivered face-to-face on campus.

Please note: In response to the ongoing COVID-19 pandemic, adjustments to the delivery mode may be made if the need arises, to ensure the safety and wellbeing of all AITC staff and students. AITC's Learning Management System supports remote learning.

b) Student Progression

During enrolment at Australian Institute of Technology and Commerce, you must demonstrate consistency as you progress in your studies.

The Award e.g., Master of Information Technology is received by a student on completion of their Course of study. A Course of study is composed of Units e.g., MT101, sometimes referred to as subjects. Each Unit has a value of credit points e.g., MT101 has a 6-credit point value. These credit point values, for each Unit studied and passed, add up to meet the course requirements. When the course requirements are met, the Award is conferred. A semester is a study period.

Under the ESOS legislation, it is required that an intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

Assessments of course progress will take place at the end of each semester. At this time, you will be formally assessed for Course progress and if you are not passing 50% of the units that you enrolled in that semester, then you will not be meeting the course requirements and you will be identified as making unsatisfactory academic progress.

Each unit will have assessment tasks. You are required to complete each assessment task to satisfy the course requirements. You will make good progress if you participate regularly during classes and complete all your assessment tasks, tests and activities.

Some of the activities that will be included as assessment tasks are:

- In-class participation/attendance/tutorials.
- Mid-semester and end of semester exams.
- Research assignments.

- Completion of online research.
- Group and Individual Presentations.
- Essays.
- Weekly quizzes.

Maximum Candidature

The maximum period of candidature for a program is as follows:

- | | | |
|------|-----------------------|---------|
| I. | Graduate Certificate: | 2 years |
| II. | Graduate Diploma: | 3 years |
| III. | Masters: | 4 Years |

c) **International Student Progression**

All international students are required to make satisfactory academic progress during their studies at AITC. Conditions related to international students are further governed by the ESOS Act and the requirements of the National Code 2018. As outlined below in Sections 4.3 and 4.4, timelines for identification and implementation of early intervention and intervention strategies are based on performance metrics as expressed by attendance (see Section 4.3.3), early assessment (see Section 4.3.5), or by satisfactory completion of units (4.4.1).

AITC must not extend the duration of enrolment if the overseas student is unable to complete the course within the expected duration. Allowable exceptions provided by the National Code 2018 include:

- there are compassionate or compelling circumstances, as assessed by the Institute on the basis of demonstrable evidence, or
- the Institute has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

AITC is to advise students to contact Immigration when the duration of a student's enrolment is extended to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

d) **Early Intervention**

A full-time student is classified as potentially at risk of inadequate course progress (Academic Risk) when it is noted by the Course Coordinators and lecturers that a student is not:

- Engaging regularly in learning activities; or
- Performing adequately in assessment tasks.

The Course Coordinators will be notified of this academic risk situation through lecturers and tutors and this will be discussed in the weekly Academic Management meeting. The Course Coordinators will then counsel identified students to attend either:

- Academic skills sessions;
- Language support sessions;
- Extra tutorial groups;
- Counselling;
- Seek mentoring; or
- Combination of the above.

Measures and Processes to assist with the identification of early signs of students being at risk

a) Attendance Performance

- i. AITC does not impose a mandatory attendance requirement, however expects students to attend all of their scheduled lectures, as regular attendance strongly supports satisfactory course progression. AITC subsequently monitors attendance to assist with the identification of students showing early signs of being at risk as follows:
 - From Week 1, for each unit of study, Lecturers keep attendance records of students enrolled in AITC courses. Attendance records are kept by individual lecturers using AITC's Learning Management System. Students will receive weekly Attendance Reports on Friday of each week during a semester period, outlining their attendances rates across any units they are enrolled in.
 - At the end of Week 5, AITC's Student Support Team reviews the attendance records across all units on offer in the relevant semester, to identify students who have attended less than 80% of all scheduled lectures in any of their enrolled units to that date. AITC will send attendance warnings to an international student whose attendance in a particular unit is below 80% following the conclusion of Week 5 of the relevant teaching period, to notify the student of their potential risk of inadequate course progression and a reminder to attend all scheduled lectures. Warnings will be sent to the student's AITC email address.
 - At the end of Week 8, AITC again reviews the attendance records across all units on offer in the relevant semester, to identify students who have attended less than 80% of all scheduled classes in any of their enrolled units to that date. AITC will send attendance warnings to an international student whose attendance in a particular unit is below 80% following the conclusion of Week 8 of the relevant teaching period, to notify the student of their potential risk of inadequate course progression and a reminder to attend all scheduled lectures. If at this time, a student already received a second Warning Letter at the conclusion of Week 5, the student may be required to attend a meeting with the Academic Dean and/or Student Support Staff to discuss their attendance. Warnings will be sent to the student's AITC email address.
- b) Circumstances Impacting Attendance
 - i. Students who experience circumstances that impact their ability to attend class should seek assistance from a Student Support Officer at the time the circumstances arise. This will allow support strategies to be discussed and implemented to reduce the impact on the student's course progression. If a student has a pre-existing condition or circumstance, it is recommended that they discuss this with a Student Support Officer at the Institute at the beginning of their studies to discuss the support strategies and services the Institute may offer. Students who have missed an assessment or test due to serious and unavoidable circumstances can request special consideration under the AITC Adjustment Policy.
- c) Early assessment performance
 - i. AITC also uses early assessment performance to identify students at risk of inadequate course progression, as required by National Code Standards 8.4 and 8.8
 - ii. Monitoring of student assessment to assist with the early identification of students who show early signs of being at risk is undertaken in the first instance by teaching staff assessing students' progression and occurs following the completion of the first assessment task in a unit. Students are also encouraged to discuss any circumstances that may impact their performance on an assessment task with their unit teacher. In determining outcomes, teaching staff identify students who:
 - satisfactorily complete all courses/units/modules; or
 - do not satisfactorily complete all courses/units/modules.
 - iii. Upon the identification as outlined in Item 4.3.5.2 above, early intervention strategies will be initiated by the Course Coordinator (or delegate) following analysis of the assessment task results commencing at the first assessment task in any unit studied by the student. Students showing potential signs of lack of progression following the completion of the first assessment

task in a unit receive the following support from the Course Coordinator (or delegate):

- Student receives a 'counselling' email. This provides advice on where to seek support and assistance to aid future success.

e) Intervention Strategy

- i. AITC will do their utmost to assist all students in their studies. However, if at the end of a semester students have not achieved satisfactory progress after early intervention (that is, students have not achieved a minimum pass rate of 50% of the course requirements), AITC will implement a further intervention strategy.
- ii. In regard to (i) above, the intervention strategy will include the following:
 - a. Students will be contacted by email or phone and asked to attend an interview with the Course Coordinators.
 - b. At the interviewed students will be counselled as to their suitability or otherwise for the course.
 - c. If a decision is made to allow the student to continue studying at AITC, then students
 - i. will enter into a formal Learning Contract with the Course Coordinators.
 - ii. The learning contract will outline the required steps that are to be taken to improve the student's performance at AITC. This Learning Contract will be signed by the Course Coordinators and the student and a copy placed on the student's file.
- iii. AITC will monitor the student's performance throughout the following Semester and take the following actions:
 - a. If AITC identifies a breach to the Learning Contract Conditions during the Semester, the student will receive a notice of Intention to Report following the release of the Semester results, which includes information on their right to access an appeals process within 20 working days through AITC's student grievance and mediation process.
 - b. If, at the end of the Semester, there is no observed improvement in academic results in the following Semester (that is, the student failed to achieve a minimum pass rate of 50% of their enrolled units for the second time), the student will receive a notice of Intention to Report following the release of the Semester results, which includes information on their right to access an appeals process within 20 working days through AITC's student grievance and mediation process.
 - c. If, at the end of the Semester, the student made satisfactory course progress (that is, the student achieved to pass a min. of 50% of their enrolled units), AUITC will continue to monitor the student's performance in accordance with its Early Intervention and Intervention procedures in the following Semester.
- iv. AITC will report the unsatisfactory course progress in PRISMS in accordance with ESOS Act, where:
 - a. the internal and external complaints processes have been completed and the decision/recommendation supports AITC, or
 - b. student choose not to access internal nor external complaints and appeals process, or
 - c. student withdraws from the internal or external appeals processes by notifying AITC in writing.
- v. A written report will be kept of the procedures undertaken with the student and their outcomes.

f) Unit Retake

- i. A retake is available to those students who achieve a mark of 40 to 49% in a unit. Students can take a maximum of two retakes in one Unit and five in a Course. The retake can consist of one or more of the following (it will be decided by the unit coordinator) whether this will require the student to:
 - a. Participate in an intensive schedule of study;
 - b. Resubmit an assignment;
 - c. Submit a replacement assignment on a different topic;
 - d. Sit for an examination in the inter-semester break but prior to the commencement of the next semester.

- ii. AITC accepts that, for a variety of circumstances, a student may fail to meet the required standards (grades) in order to pass a unit. Options to repeat the unit of study are available for all subjects, the format of which will vary according to the nature of the unit and the marks obtained by students on previous attempts. Options available to international students may be constrained by the ESOS ACT and the requirements of the National Code 2018. International students are to be directed to specific guidance on the options available to them from the Student Service Office.
- iii. Students wishing to retake a subject should apply in writing to the Course Coordinators. The application will be assessed by the Course Coordinators and the Registrar and a determination made as to the retake options available. If necessary, the student may be requested to attend an interview. Applicants will be informed, in writing, by AITC as to the outcome of their application. Should the application be successful, applicants will be additionally informed of:
 - a. Which unit's assessment (tests, assignments, examinations) must be retaken;
 - b. The timetable for reassessment; and
 - c. The additional fee implications.
- iv. Students wishing to accept retake options should:
 - a. Inform the Course Coordinators, in writing, of their intention;
 - b. Complete, sign and forward to the Course Coordinators any additional registration documentation as requested; and
 - c. Forward payment as requested.
- v. International students are themselves required to ensure that they have satisfied any additional student visa requirements as stipulated by the Department of Home Affairs (DHA).

g) **Exclusion**

- i. The Course Coordinators will monitor and record the academic progress of each student and implement remedial support for those students deemed in need of assistance to achieve satisfactory progression (Please refer to the Intervention Strategy above).
- ii. Following completion of the steps outlined in the Learning Contract, as part of an Intervention Strategy, if a student continues to fail to meet satisfactory progression requirements, the student shall be excluded from their course of study.
 - iii. A student may be excluded from a course of study if they:
 - a. Exceed the maximum period of candidature;
 - b. Fail a core unit twice; (See 4.6.5 below).
 - c. Fail more than 50% of the course in two consecutive semesters and after the intervention strategy has been utilised; or
 - d. Are in breach of any other policy with provision for exclusion.
- iv. Initial exclusion shall be for a period of at least one year. Students who are excluded for a second time may be excluded for a period of up to five years.
- v. Students may apply for special permission to attempt a core unit for the third time. Applications should be made in writing to the Academic Dean and accompanied by evidence. Evidence could be in the form of Medical Certificates or a special letter of consideration from the Course Coordinators or the Registrar.

h) **Grounds for Issuing a 'Warning' to Students**

- i. Where the Course Coordinators, in consultation with the Academic Dean, considers that grounds for exclusion exist, or are likely to exist, a Warning letter from the Student Service Office shall be sent to the student advising them of this situation. Students failing to make satisfactory academic progress will be advised of the risks of exclusion that they face, the options available to them and the availability of course advice and support services (see Intervention Strategy). Such information is to be included in any 'Warning' letters.
- ii. Where the student has been assessed as not meeting course progress or attendance requirements, AITC must provide a written notice to the student as soon as practicable which

- a. notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
- b. informs the overseas student of the reasons for the intention to report
- c. advises the overseas student of their right to access the registered provider's complaints and appeals process.

i) **Publication of Results**

The Course Coordinator is responsible for publication of the official examination timetable, authorising the release of official result statements, and authorising academic records. Results in individual assessments and grades awarded in a subject shall be displayed or published using student identification numbers only.

g) **Leave of Absence from Course of Study**

If you are unable to attend classes for an extended period (longer than one week) you must complete a Leave of Absence Request Form and submit it to the Student Service Office. Please note the following issues regarding leave requests:

- On admission, new International Students must enrol for two (2) consecutive semesters at AITC (e.g. successfully complete 8 subjects) before leave requests can be considered.
- Students must submit supporting evidence with their requests (e.g., in case of sickness, the AITC Medical Certificate as well as the student's Doctor's Certificate must be provided; in case of bereavement a copy of the death certificate is required). The outcome of these requests will be provided to the student in writing (by email) within 5 business days.
- Students **MUST** wait for their Leave Request to be processed and for a formal decision to be made, before ANY further arrangements are made by the student (e.g., students can only book flight tickets **AFTER** the leave request has been approved).
- Students must clear any outstanding fees before a leave request can be processed (students with outstanding fees may be subject to a service restriction and penalties).
- Factors such as time available to complete studies within the CoE duration, as well as academic progress will be taken into consideration when evaluating a student's leave request.

International students risk cancellation of their CoE in case of unexplained absence. An International Student who takes leave without approval may risk the following:

- A student who is outside Australia and cannot provide proof of authorised leave may be refused re-entry to Australia by the Department of Home Affairs.
- AITC cannot guarantee that a student's CoE will be re-issued if it has been cancelled and a cancelled CoE may affect your student visa.

AITC must not extend the duration of a student's enrolment if this means that the student is unable to complete the course within the expected duration, unless;

- there are compassionate or compelling circumstances, as assessed by AITC senior staff based on supporting evidence, or;
- AITC has implemented, or is in the process of implementing, an intervention strategy for the student because the student is at risk of not meeting course progress requirements, or;
- an approved deferral or suspension of the student's enrolment has occurred (under 2018 National Code Standard 9), for reasons such as failure to pay an amount required to undertake or continue the course, or breach of course progress or attendance requirements.

If AITC extends the duration of the student's enrolment, then AITC will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need for them to obtain a new visa. The maximum time allowed to defer or suspend your enrolment is 1 year.

5. FEES, CHARGES AND ENROLLMENT ISSUES

a) Tuition Fees

Course	Tuition Fee per Semester	No. of Semesters	Total Fee
Graduate Certificate in Information Technology	\$12,000 (International Students) \$8,000 (Domestic Students)	1 semester	\$12,000 (International Students) \$8,000 (Domestic Students)
Graduate Diploma of Information Technology	\$12,000 (International Students) \$8,000 (Domestic Students)	2 semesters	\$24,000 (International Students) \$16,000 (Domestic Students)
Master of Information Technology	\$12,000 (International Students) \$8,000 (Domestic Students)	4 semesters	\$48,000 (International Students) \$32,000 (Domestic Students)
Other Compulsory Fees			
Enrolment Fee		\$200 – once only (international students)	
Application Fee		\$200	
Overseas Student Health Cover (OSHC): Varied according to course duration (international students are required to obtain OSHC for proposed duration of their study)			

Ancillary Fees	
Airport Transfer Service	\$150 (one way)
Late Payment Fee	\$100
Re-Assessment Fee	\$250 (only applies when re-assessment is required and approved - \$250 per re-assessment)
CoE Variation Fee	\$200 – once only (international students)

NOTE: The tuition fees only cover for the cost of tuition, which does not include other expenses related to studying (i.e., textbooks) and living. The tuition fees and other charges may vary each year. International students' fees is protected by the Australian Government Tuition Protection Services (TPS). More information on this is provided at www.tps.gov.au.

5.1 Payment of Tuition Fees

5.1.1 On commencement, before the confirmation of enrolment will be issued, international students entering an Award Course will be charged:

- an Enrolment Fee, which will be set annually; and
- the first semester fees (i.e., no less than fees equivalent to three subjects).
- Students in a packaged course with AITC are required to pay fees of one subject in the first course of the package

5.1.2 Each enrolment period, after the commencement, international students will be charged:

- the semester fees

5.1.3 Payment Method

The fees can be paid by following methods:

- Cash payment at Institute Office; or
- Electronic Fund Transfer; or
- Credit Card Payment: 2% Credit Card Surcharge will be applied.

5.2 Penalties for Non-Payment

Where a student has an overdue debt to Australian Institute of Technology and Commerce as at the Census Date, a range of exclusions and service restrictions will be applied to the student until the debt is paid.

Exclusions & service restrictions include:

- a. Withdrawing access to AITC services and facilities (such as library, computer facilities, online resources, student management systems etc).
- b. Restrict release of examination results & access to Academic Records.
- c. Restrict release of Transcripts & Official Documents (incl. Who It May Concern letters).
- d. Exclusion from course graduation.
- e. Prevention of enrolment in the current or any subsequent teaching sessions.
- f. Exclusion from adjusting a student's enrolment (incl. applications for leave, deferral, course variation etc).

Students need to clear all outstanding fees before exclusions and service restrictions are removed.

5.3 Refund of Tuition Fees: Partial or None

AITC may provide a refund of tuition fees for any of the following circumstances:

- Provider default.
- Visa rejection or cancellation.
- Student withdrawal.
- Student default.

AITC will only pay a full refund in limited circumstances. The circumstances and amounts of refunds are set out below.

5.3.1 Provider Default

Provider default is considered when:

- a. The course does not start on the agreed starting date, which is notified in the Letter of Offer; or
- b. AITC makes an offer on the basis of incorrect or incomplete information being supplied by the applicant/student, the offer will be withdrawn and any refund will occur at AITC's discretion; or
- c. The course stops being provided after commencement and before it is completed; or
- d. The course is not provided fully to the student because AITC has a sanction imposed by a government regulator.

In the unlikely event that AITC is unable to deliver a course in full, the student will, in the first instance, be offered an alternative course in which the entry requirements are met and which is acceptable to the student. If a suitable course is not offered, a refund of an amount of unexpended pre-paid tuition fees will be made by the Tuition Protection Services Director (TPS Director). The student has the right to choose whether they would prefer a refund equivalent to the unexpended pre-paid tuition fees or to accept a place in another course.

If the student chooses placement in another course, AITC will ask the student to sign a document to indicate acceptance of the placement. Where the student agrees to this arrangement, AITC will not be liable to refund the money owed for the original enrolment.

If AITC is unable to provide a refund or place a student in an alternative course, the TPS Director will place the student or provide a refund in accordance with the TPS.

5.3.2 Visa Rejection or Cancellation

A refund of 90% of the tuition fees paid will be provided where the student is unable to obtain a student visa, except when the rejection was due to the provision of fraudulent documents. If the rejection was due to the provision of false or fraudulent documents, no refund will be paid. Documentary evidence of visa rejection must be provided. A valid request for refund will be paid within 20 working days.

A student who has his/her visa cancelled after the census date shall not be eligible for a refund, other than as required under related laws, including the ESOS Act. If a student is refused a student visa for the reasons set out in section 28(4) of the ESOS Act, then the provisions of the ESOS Act apply regarding any refund, and not this procedure.

5.3.3 Student Withdrawal

All refund requests must be submitted using the Refund Request Form. Verbal notifications to AITC or agents will not be accepted. The date that the written notice is received by AITC, which is known as the default date, is the date used in the calculation of any refund.

All valid refund requests will be paid within 20 working days of AITC receiving a valid request. This means that the Refund Request Form must be completed in full, signed and have all relevant evidence attached.

Refund applications where an applicant's student visa is unsuccessful must include a copy of the official rejection letter from DHA.

5.3.4 Student Default

Student default is considered when:

- a. a student breaches a condition of their student visa; or
- b. the student breaches AITC's Code of Conduct or other Policy and their enrolment is cancelled; or
- c. the course starts at the location and on the agreed starting date, but the student does not start the course on that day and has not previously withdrawn from the course; or
- d. the student withdraws from the course after the agreed commencement date; or
- e. unsatisfactory course progress or unsatisfactory attendance; or
- f. an offer in a course was made based on false or fraudulent documentation; or
- g. the student failed to pay an amount they were liable to pay the provider, directly or indirectly, in order to undertake the course.

5.3.5 Overseas Health Cover (OSHC)

Overseas Health Cover will be refunded by AITC if the student is unable to complete the course in the circumstances described as follows. Firstly, if AITC has not disbursed funds to AITC's nominated Overseas Health Care provider. Secondly, subject to the ESOS Act 2019, if funds have been disbursed to the provider, the student will be responsible to contact the provider directly to apply for their OSHC refund. Students must provide the Overseas Health Care provider with the following information when applying for a refund: full name, date of birth, membership number (provided to the student by AITC), together with the reason for refund and evidence of transferring to another Institute, or the date of departure from Australia.

Procedure

This table below sets out a summary that AITC will use to refund in certain situations. These refunds relate only to tuition fees that have been received by AITC. Refund of Other Fees will depend on the third-party provider and will need to be claimed directly from them by the student. In all cases, the date of withdrawal shall be taken as the date students give notice in writing of their intention to withdraw, and all the application should be provided in English along with the documentary evidence.

Reason for Refund	Refund Payable
Provider Default/Withdrawal	
<ul style="list-style-type: none">If AITC is unable to provide the course at its campus prior to commencement.	100% of the tuition fees paid to AITC will be refunded.
<ul style="list-style-type: none">If incorrect or incomplete information is supplied by the applicant and the offer is withdrawn by AITC.	95% of the unspent tuition fees paid to AITC will be refunded.
Visa Rejection or Cancellation	
<ul style="list-style-type: none">Visa unsuccessful prior to course commencement.	90% of the tuition fees paid for that semester AITC will be refunded.

• Visa unsuccessful prior to commencement due to provision of false or fraudulent documents by student.	No refund.
• Cancellation more than 1 month prior to course commencement date.	90% of the tuition fees paid to AITC will be refunded.
• Cancellation less than 1 month prior to commencement date.	70% of the tuition fees paid to AITC will be refunded.
• Cancellation after commencement of the teaching period, but before the relevant census date.	50% of the tuition fees paid to AITC will be refunded.
• Cancellation after commencement of the teaching period and after the relevant census date.	No refund.
Student Withdrawal	
• Student withdraws more than 1 month prior to course commencement date.	90% of the tuition fees paid for that semester AITC will be refunded.
• Student withdraws less than 1 month prior to commencement date	70% of the tuition fees paid for that semester AITC will be refunded.
• Student withdraws after commencement of the teaching period, but before the relevant census date.	50% of the tuition fees paid for that semester AITC will be refunded.
• Student withdrawal after commencement of the teaching period and after the relevant census date.	No refund.
Student Default	
• Breach of visa conditions or rules of the provider, if <ul style="list-style-type: none"> - Before the relevant census date. 	90% of the tuition fees for that semester will be refunded.
<ul style="list-style-type: none"> - After the relevant census date. 	No refund.
• If student does not meet mainstream entry from an English package enrolment.	90% of the total tuition fees paid for that semester AITC will be refunded.
• If student has failed to pay an amount, he or she was liable to pay AITC, directly or indirectly, in order to undertake the course.	No refund.
• If student defers from a course after the census date.	No refund.
• If incorrect or incomplete information is supplied by the applicant and the offer is withdrawn by AITC.	95% of the total tuition fees paid for that semester AITC will be refunded.

Packaged Students (refers to any two components treated as one 'package' for Visa purposes).

- a) Where a student, having paid a course fee deposit in advance, gives notice in writing to the Administration Office, of an inability to undertake the principal course prior to the commencement of semester, a refund will be paid of the balance (if any) of the deposit paid, after deducting 10% of the tuition fee payable for the semester to cover administration costs.

- b) There may be other circumstances where consideration can be given to a full or partial refund of the deposit, such as:
 - i. There is a demonstrated mismatch between the course offered and the student's understanding of the course.
 - ii. The student clearly cannot meet the English Language requirements of AITC within a reasonable timeframe. To claim a full refund in these circumstances, a student must present the ~~rest~~ result of an IELTS (or equivalent) test taken not more than two months before the start of the semester of the full degree program indicated in his/her package.
 - iii. Any other reason considered acceptable by AITC.
- c) Where a student with packaged admission arrangements has failed to meet the English language requirements for admission to AITC and requests to be released from AITC, the processing of the refund (if any) is as follows:
 - i. If the student has received an offer to study at another tertiary institution, and provide a copy of a letter of admission from the new institution, the refund will be forwarded to the student in Australia.
 - ii. If the student is returning home the refund will be forwarded to their overseas addresses.

To request a refund of fees, students must:

- Requests for full or partial refund must be made in writing and students must complete the Refund Request Form (available on the AITC website).
- Students must set out, in detail, the reasons for the request.
- The Refund Request Form must be completed in full, signed and have all relevant evidence provided in English and attached to be a valid request. Only valid requests will be assessed.
- Where the student has requested a release letter, the refund request may not be submitted until the release letter is attached.
- Upon completing the required forms, please submit it in person to Student Service, or email it to refunds@aitc.nsw.edu.au. Please ensure that you have attached all supporting documents to the request.
- Once Student Service Officer receives a request, it will be checked for completeness and students will be contacted if the form is not complete or there is missing information or documents.
- If an applicant's student visa is unsuccessful, refund requests must include a certified copy of the official rejection letter from the Department of Home Affairs (DHA) (formerly the Department of Immigration and Border Protection).
- Where a request meets the requirements under the Refund Policy, refunds will be paid within 20 working days of receiving a valid request.
- Students are advised to carefully read the Refund Policy which is available on our website.
- In the case of provider default and the student's visa application is refused, student refunds will be made in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act 2019 as amended) which outlines minimum payment requirements in these circumstances, and in the case of provider default, the refund will be paid within 10 working days of the default day as defined in the ESOS Act 2019.

5.4 Deferral of Studies

Where a student, after accepting an offer of admission, gives a written notice before the commencement of the course of their intention to defer their commencement to the next available intake, all tuition fees may be transferred to the next available intake. The "next available intake" may be the following semester, or the following year, depending on the course. A place may be deferred for up to one year.

5.5 Agreement

When the Institute accepts an international student's application for enrolment, it is intended that refunding of tuition fees will constitute a written agreement between the Institute and the international student for the purposes of the ESOS Act 2000 and National Code.

5.6 Changes to Fees

Students need to be given reasonable notice of changes to AITC's operations including information about increases in fees and associated costs and any consequences that may affect their choice of, or ability to participate in, an intended course(s) of study.

For the full detail of the conditions and timeframe of the fee refund process, students are referred to the Tuition Fees Payment and Refund Policy that is available on the Institute's website at [Forms & Policies](#).

Students are requested to visit the Australian Institute of Technology and Commerce website and the Fee Refund Policy and Procedure; and, the Department of Home Affairs website at www.homeaffairs.gov.au for further information.

a) Transfer between registered institutions

i. Incoming (transferring into AITC) students

AITC will not knowingly enrol an overseas student who is seeking to transfer from another registered provider's course prior to the overseas student completing 6 months of his or her principal course, except where any of the following apply;

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered; or
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider; or
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS; or
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

ii. Outgoing (transferring out of AITC) students

AITC, as the releasing registered provider, will assess the overseas student's transfer request prior to the overseas student completing 6 months of their principal course when the student lodges a written Request to Transfer. The Request to Transfer should:

- outline the grounds for the request;
- should be addressed to AITC's CEO; and;
- include a valid enrolment offer from another registered provider (where relevant).

The transfer will go through the following process:

- a) The student lodges a written request with the CEO of AITC that will incorporate the above stipulated aspects.
- b) The transfer request, will include of all the necessary supporting documentation, and will be reviewed and assessed within 10 working days of receipt of the request.
- c) The transfer request will be granted at no extra cost to the student, if it is deemed in the student's best interests, including but not limited to where AITC has assessed that:
 - The student is unable to make satisfactory progress, even after engaging with AITC's intervention strategy to assist the student in accordance with the Overseas student visa requirements. In this instance the student will also be reported;
 - There is evidence of compassionate or compelling circumstances (compassionate and/or compelling circumstances are defined as a sudden change of circumstances beyond the student's control that impact their plans for on-campus study in Australia. Such circumstances must be supported by documentary evidence. See below for more information).
 - AITC fails to deliver the course as outlined in the written agreement (Letter of Offer);

- There is evidence that the student's reasonable expectations about his/her current course are not being met;
- There is evidence that the student was misled by AITC or an education or migration agent regarding AITC or its course and the course is therefore unsuitable to the student's needs and/or study objectives; and;
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Release refused

Reasonable grounds in which AITC will refuse the transfer will include, but not be limited to, circumstances where there is no evidence in support of above section (where a transfer is in the student's best interests); there is no valid enrolment offer from another registered provider; and; where the request for transfer has not been provided in writing from the student to AITC.

If AITC refuses the transfer request, AITC will inform the student in writing (email / postal services mail) of the reason for the refusal no later than 10 working days from receipt of the request from the student for the transfer, and advise of student's right to access AITC's complaints and appeals process within 20 working days. The student will be advised in writing (email / postal services) to contact the Department of Home Affairs to seek advice on whether a new student visa is required.

Compassionate or Compelling Circumstances

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and that have an impact upon the overseas student's course progress or wellbeing. Students must provide relevant supporting documentary evidence (e.g., personal statement and support from an independent professional (e.g., medical practitioner, legal, counselling). Compassionate or Compelling Circumstances may 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, if possible, a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include (these cases should be supported by police or psychologists' reports):
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student.

b) Deferral, Suspension or Cancellation Initiated by the Student

i. Deferral Initiated by the Student

International students may defer commencement of a course in the following circumstances (documentary evidence must be provided):

- Delay in obtaining student visa;
- Compassionate or Compelling circumstances.

Students must request a deferral of the commencement of their course by writing to AITC prior to the course commencing. Deferral can be granted for up to one year.

Once the deferral is processed, the student will receive a COE letter and have a new enrolment agreement written to reflect the new commencement.

ii. Suspension or Cancellation Initiated by the Student

International Students who wish to suspend or cancel their enrolments during their courses must obtain written approval from AITC.

Students may be granted temporary suspension or cancellation of enrolment during the course on the grounds of compassionate or compelling circumstances and students must have documentary evidence to support their applications. Examples of such grounds may include, but are not limited to:

- serious illness or injury where a medical certificate states that the student is unable to attend classes;
- bereavement of close family members such as parents or grandparents; a death certificate to be supplied where possible; or;
- major political upheaval or natural disaster in the home country requiring emergency travel a traumatic experience e.g., involvement in, or witnessing a serious accident, witnessing or being the victim of a serious crime, where documented by police or psychologist reports.

Suspension of enrolment for more than six months, for any reason, may result in cancellation of their student visa by DHA.

Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.

If students have taken unauthorised leave absence, then they will be recorded as absent and reported to DHA.

Where the deferral, suspension or cancellation is granted and processed, AITC will notify DEEWR via PRISMS.

c) Australian Institute of Technology and Commerce initiated deferral, suspension or cancellation

AITC may defer commencement of a course when a course is not offered.

AITC may suspend a student enrolment during the course in the following instances:

- Student misbehaviour as outlined in Student Code of Conduct.
- Intervention strategy for unsatisfactory course progress.

AITC may cancel a student enrolment in the following instances:

- Student demonstrates serious misconduct as outlined in Student Code of Conduct.
- Continued unsatisfactory course progress, continuous absence from scheduled course hours.
- Non-payment of outstanding fees.

In cases where suspension or cancellation of the student's enrolment is initiated by AITC, students will be notified in writing of that intention and the reasons for doing so before imposing a suspension or cancellation; and students will be advised of the right to appeal that given 20 working days to access the student grievance process (see AITC Student Grievance Mediation Policy). If the appeal is not upheld or the student withdraws from the appeal process, then AITC must inform the international students of the need to seek advice from Immigration on the potential impact on his or her student visa and AITC must report the changes to the student's enrolment to DHA. The suspension or cancelling of the student's enrolment cannot take effect until the student grievance process is completed unless there are extenuating circumstances relating the student's welfare, or the wellbeing of others, is likely to be at risk.

The change in enrolment status will not be reported to Department of Education, Employment and Workforce Relationships (DEEWR) until the student grievance process is completed.

Once the deferral, suspension or cancellation is processed, AITC will notify DEEWR via PRISMS.

When AITC initiates deferral, suspension or cancellation of enrolment, students have the right to appeal the decision.

Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation of enrolment have to be reported to DHA may affect the status of their student visa.

6. TEACHING, DELIVERY AND ASSESSMENT SERVICES

a) Study Load

Under Australian immigration law, international students must study as full-time students. A normal load for a full-time AITC student is studying 4 units each semester. This means 12 hours of face-to-face teaching plus any extra tutorial, language support or study skills time.

Only in exceptional circumstances may international students be enrolled in less than 100% of a normal full-time load. This must be approved in advance, or at the time of enrolment, by the Course Coordinator and the Registrar.

Exceptional Circumstances include:

- Students have only one or two subjects remaining to complete their courses, or
- Students have been given an approved leave of absence or approved deferment due to compassionate or compelling circumstances, these may include:
 - serious illness or medical reasons;
 - trauma;
 - misadventure or unexpected circumstances that affect students' capacity to take the full load study, or
- Students have been advised in writing by an Academic Dean to take a reduced load, as a result of intervention strategy implemented to assist students who are making unsatisfactory academic progress.

b) Additional Learning, Language and Academic Support

Australian Institute of Technology and Commerce understands that you may need additional learning and language support. This support will be provided, at no extra cost, in the following ways:

Ongoing Student Learning Support

Programs commence during Orientation to assist students with the transition to a tertiary level study regime. The programs include workshops, individual interviews with students and informal support provided by lecturers/tutors. The support programs utilize a wide range of resources available on Moodle system and in the library. Individual assistance is available from specialist support staff.

English Language and Academic Assistance

English language and academic advice workshops and resources include such topics as essay writing, report writing (i.e., student maybe suggested to undertake Professional Writing unit), APA referencing, avoiding plagiarism, using Turnitin, making oral presentations, and examination tips.

Library

Library information sessions are held during Orientation. Additional workshops are scheduled throughout the year to assist students to most effectively utilize the range of library resources, including the available electronic databases. These workshops are designed to improve information literacy skills of students. Library staff are available during library opening hours to give individual assistance and advice to students.

Information Technology

Information technology staff are available to help students with the technology available to them and with connectivity issues related to their course.

Academic Advice

The Academic Dean will provide academic advice to students, such as time management, exam preparation, essay and report writing, referencing, avoiding plagiarism, library research, and stress management. The Academic Dean will also provide individual counselling to students by referral from staff or self-referral by students. Appointments can be made in person, by email or at the campus reception desk. Times available for appointments are advertised and sent in electronic form to each student.

Documentation of students seeking support

Records are maintained when students are referred for additional academic or English language support. The Academic Dean also keeps records of students seeking assistance. Summary data form part of the educational metrics reported to the Teaching, Learning and Examination Committee (TLEC).

Academic Staff Consultation

In-class consultation: Individual student consultations with the subject lecturer, tutor or other appropriate academic are an integral part of the learning experience for each subject. The normal weekly teaching pattern provides face-to-face lectures and a structured tutorial. Further diagnostic tutorials are scheduled to allow students the opportunity to clarify points of confusion, discuss aspects of the subject in more detail and obtain feedback on their assignments, both in draft form and on completed work.

Electronic consultation: Each unit is enhanced by an individual web-based support site through the Moodle System. The Moodle System provides students with access to subject resources and includes a forum and group email facilities that allow for the posing of questions by students and lecturers and responses from both students and lecturers. Such community-based facilities are moderated and controlled by the unit coordinator. All students enrolled in a unit have access to the unit web page.

c) **Evaluation & Feedback**

As part of our continuous improvement processes, you will be asked to complete a Course Evaluation survey and a unit evaluation survey. This is your opportunity to provide us with feedback on the course, the units, the lecturers, the course administration, the facilities, the activities, resources and materials and the assessment procedures. Your comments will enable us to make sure that your expectations are being met and assist us to improve our services. All services provided by Australian Institute of Technology and Commerce will be regularly reviewed and improved. Any Suggestions will be formally addressed and documented at staff meetings.

d) **Assessment and Marking Procedures**

All assessment tasks should be submitted on time, or else, prior to the due date and students must approach lecturers for extensions. Only in cases of proven hardship or illness will students be granted extensions of time.

Plagiarism is a serious offence. Students will be severely penalised in any proven cases. Lecturers should make this explicit to students when addressing assessments at the beginning of each Unit and throughout the Course. More information is provided in the Student Academic Integrity Policy.

Assessment tasks should be presented appropriately, in a manner outlined by the lecturer at the beginning of the Unit. If tasks such as essays are not submitted appropriately, lecturers may deduct 5% of the marks, and this is at their discretion.

For the assessment weighting is more than 40% of total marks for the unit, the students must achieve a mark of at least 40% to pass the Unit. If a student has a valid reason such as illness or hardship, the student may be permitted to apply for special consideration following the policy outlined below.

All Unit examinations must be attempted before the Course end date.

The pass mark in every unit is 50%.

Students are normally unable to repeat a failed subject more than twice. When a student does not meet satisfactory academic performance, he/she will be reported to the Academic Dean.

Marking will take place within one week of the final examination. Where there is any discrepancy, the Course Coordinator will be consulted. Students may follow the assessment appeals process if they are dissatisfied with their results. Results will be posted within fourteen days after the final examination.

Lecturers are responsible for the marking of all assessment tasks and examinations. If possible, lecturers will mark the examination papers of another class of students studying the same unit. However, at any

time where there is only one class per Unit, the class Lecturer will be responsible for the marking of their own students' papers.

Marks and grades awarded to students are to be based solely on merit in relation to prescribed academic standards.

Examination questions for each Unit will be set by the Unit lecturer(s), in consultation with the Course Coordinators at least two weeks before the conclusion of each subject. All examination papers will be reviewed and validated by the Course Coordinators as well as the Examination Sub-Committee at least one week prior to Final Examinations.

Assessment tasks with marking rubric for each unit will be reviewed by the Unit Coordinator before the commencement of each semester and this will be agreed with the Course Coordinator, and subsequently approved by TLEC.

If there is an appeal regarding the results, students need to follow the Assessment Appeals process. As stated in this policy, if appealed, student examination papers will be remarked and if necessary, an external expert in the subject area may be consulted.

e) **Allocation of Final Grades**

Students are assessed for each unit on the following basis:

Grade	Mark%
High Distinction	85-100
Distinction	75-84
Credit	65-74
Pass	50-64
Pass Conceded	45-49
Fail	0-49

The table below provides an explanation of each grade:

Grade	Descriptions
High Distinction 85% - 100%	An outstanding level of achievement. The student has an extensive knowledge and understanding of the unit material and unit objectives beyond the normal expectations of the course; very high level of competence.
Distinction 75% - 84%	A high level of achievement. The student exhibits a comprehensive understanding of the unit content and unit objectives and can readily apply this knowledge; high level of competence.
Credit 65% - 74%	Substantial level of achievement. The student has a thorough knowledge and understanding of the unit content and unit objectives and is competent in the processes and skills of the course; reasonable level of competence.
Pass 50% - 64%	Satisfactory achievement. The student has demonstrated an acceptable level of knowledge and understanding of the unit content and unit objectives and has achieved a basic level of competence in the processes, skills and knowledge of this unit; adequate level of competence.
Pass Conceded 45-49%	A student who has achieved a mark between 45 and 49 in a unit and meets all of the following criteria, may be granted a Pass Conceded if; the unit is not a prerequisite or a capstone unit; the student is not enrolled in a single unit only; and; the student has never previously been granted a conceded pass (a conceded pass can only be granted once). Further, if a student obtains a cumulative mark of 46, but does not meet the other criteria then the mark is changed to Fail 0-49%. The Pass Conceded Grade will be considered carefully when the proposed Courses are submitted to the Australian Computer Society.

Fail 0 – 49%	Limited achievement in the unit. The student has some knowledge and understanding of the unit content and unit objectives but has not been able to demonstrate a satisfactory level of knowledge, competence or skills; inadequate level of competence.
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f) **Contract cheating**

Contract cheating is where a student commissions or seeks to commission another party - either paid or unpaid - that is offering its services to produce academic work on the student's behalf.

Anecdotal reports seem to indicate that this is becoming a widespread habit among higher education students, though there is no evidence of it at AITC.

All work submitted for assessment must be your own work. Any outsourced work submitted for assessment, whether paid or unpaid, is considered contract cheating. This includes work done by a family member or friend on behalf of an AITC student. For a student to engage in contract cheating and then subsequently not to be able to perform in professional employment because of this would make that person's degree worthless in practice.

The Australian Government is enacting a new law which will make it an offence for any person to provide or advertise academic cheating services related to the delivery of higher education in Australia, whether the service is offered from within Australia or from overseas. Cheating services include:

- completing an assignment or other work for a student
- providing any part of a piece of work or assignment, including computer code
- providing answers for an examination
- sitting an examination on behalf of a student.

Legitimate assistance provided to a student with special needs; e.g., a scribe assisting a student with disability undertake an examination, will not be affected in any way.

Proposed new section 114B would make it an offence to advertise such services. This will apply to the person initiating or paying for the advertisement. It will also apply to the publisher of an advertisement, if they could reasonably have been expected to know the service being advertised is prohibited.

Be careful about being drawn into websites that claim to be in support of student learning but are providing students with an unfair advantage. Both new types of offences attract criminal penalties of up to two years imprisonment or 500 penalty units (currently \$105,000) and/or Civil penalties of up to 1,000 penalty units (currently \$210,000).

Penalties outlined in the draft Bill are intentionally severe, to provide visible and meaningful deterrence to the provision of or access to commercial and other organised cheating; and secondarily to provide a more streamlined and efficient mechanism for institutions to address detected cheating activity with clearer avenues of support from regulators and law enforcement.

Contract cheating is one of the **most serious forms of academic misconduct**. Where there is evidence that an AITC student has accessed contract cheating, he or she

- will receive a fail for the assessment, and
- may be suspended or expelled from the Institute.

Apart from the legal and ethical aspects of contract cheating, any instance of it would have an impact on the academic integrity of the Institute and pose a serious threat to the reputational value of a degree or diploma from the Institute.

g) **Cheating**

Cheating in any form will not be tolerated at Australian Institute of Technology and Commerce. If you are caught cheating, you will automatically fail the exam and you will be awarded a FAIL grade and be required to undergo academic counselling with the Academic Dean to discuss further options. You may be required to

repeat a unit if cheating is evident.

You must have your student card with you to sit an exam. You will not be allowed to sit an exam without your student card.

h) **Plagiarism**

Plagiarism is the presentation of the thoughts or works of another as one's own. Without limiting the generality of this definition, it may include:

- Copying or paraphrasing material from any source without due acknowledgment.
- Using another person's ideas without due acknowledgment.
- Collusion or working with others without permission and presenting the resulting work as though it was completed independently.

Any work by a student of the Australian Institute of Technology and Commerce must be:

- Original.
- Produced for the purposes of an assessment task; and
- Appropriate acknowledgment of the ideas, scholarship and intellectual property of others in so far as these have been used.

For detailed information, please see "Academic Integrity Policy" which is available at AITC website [under Forms & Policies](#).

i) **Assessment Appeals**

If you are dissatisfied with a grade, you have been awarded for an assessment task/s, you can appeal against the decision. To do this you must follow the Institute's Assessment Appeals Policy which is available at AITC website [under Forms & Policies](#).

j) **Special Assessment**

If you have been prevented through illness or other unavoidable and unforeseen circumstances from satisfying the normal assessment requirements for a unit, you may apply for special treatment of your assessment. You must apply to the Course Coordinator if you want to receive Special Consideration. You must apply by filling in the Request for Special Consideration form and supply the necessary documentation.

k) **Application for Recognition of Prior Learning (RPL)**

- If you wish to apply for RPL when you apply AITC course, you should first fill out the application form, ticking the appropriate box, and listing academic achievements where indicated.
- After you have enrolled, if you wish to apply RPL, you must complete the RPL Application Form available from the Student Service Office.
- You will be informed of your advanced standing/credit entitlements within one week after enrolment.
- You will be advised in writing of the result of your application.
- You should produce the original qualifications/documents at AITC on enrolment. Copies will be made and stored on your file.
- The application is submitted to the Student Service Officer of AITC and determined and approved by the Academic Dean.
- There may be cause for a brief interview with the Academic Dean if there is any discrepancy between original document and copy.
- You will be advised of the formal outcome in writing. If it is refused, you will receive a written explanation outlining the reason/s for its refusal.
- Where a decision has been made to grant RPL to the student, the student must respond to that Notice in

writing to confirm that the student would like to accept the proposed granting of RPL (proposed RPL can only be officially recorded upon receipt of a written acceptance by the student).

- Students who apply for RPL prior to the issuing of a Confirmation of Enrolment (CoE), then eligible RPL will be added to the Letter of Offer. By signing the Acceptance Form of the Letter of Offer, students will therefore accept the RPL that has been granted.
- Students who apply for RPL who have been admitted to AITC must respond to any notices of RPL assessment outcomes in writing via email to clearly state their acceptance.
- AITC retains written records of acceptance for two years after the student ceases to be an enrolled student.

7. LEGISLATIVE AND REGULATORY REQUIREMENTS ESOS Act 2000, ESOS Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The ESOS Act is to protect the interests of students coming to Australia on student visas by providing them with tuition and financial assurance. The ESOS Act also ensures a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Please refer to this website for details: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

8. OCCUPATIONAL HEALTH AND SAFETY (OHS) LAWS, WorkCover NSW

Australian Institute of Technology and Commerce guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to work and study.

In case of fire, students are to make way to the nearest exit and meet opposite the building, and well clear of the building for roll call.

No Smoking is allowed in any area of the building. If you wish to smoke, you must leave the premises. A First Aid Kit is in the front office.

9. GRIEVANCE MEDIATION POLICY and PROCEDURE STATEMENT

Australian Institute of Technology and Commerce recognises the rights of students to have unhindered access to mediation. This means you have the right to report problems, concerns or grievances regarding any aspect of your education or other activities, which are within the control of Australian Institute of Technology and Commerce and its management staff.

Australian Institute of Technology and Commerce recognises mediation as an official avenue for resolving grievances in accordance with published and accountable procedures as set out in the Grievance Mediation Policy and Procedures.

The Grievance policy is intended for all staff and students of Australian Institute of Technology and Commerce.

Australian Institute of Technology and Commerce will ensure the following when dealing with client complaints, grievances and appeals:

- (i) Each complaint, grievance, appeal and its outcome are recorded in writing;
- (ii) Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance;
- (iii) Each appeal is heard by an independent person or panel; and
- (iv) Each appellant;
 - (a). has an opportunity to formally present his or her case; and
 - (b). is given a written statement of the appeal outcomes, including a full explanation for the decision.

Grievance Procedure

If a problem, complaint or grievance is being experienced by a staff member or a student, the following procedure should be used:

1. Informal stage:
 - (i) Identify and discuss the complaint or grievance with the other party.
 - (ii) Discuss the best outcome to the complaint or grievance.
 - (iii) Agree to act to resolve the complaint or grievance.

2. Formal Procedure

2.1 Stage One

If following an initial informal discussion with the complainant, the complaint or grievance remains unresolved, the complainant will need to lodge a formal complaint in writing. Academic grievances are mediated by the Academic Dean and non-academic grievances are mediated by the Registrar. If the grievance involves the Academic Dean or Registrar, the mediation will be conducted by the CEO.

The process will commence within 10 working days of the lodgement of complaint. Complainants will have the opportunity to formally present their case. Both parties to the complaint or grievance may bring a support person who is a third party to all these meetings.

AITC will provide all parties to the complaint or grievance with a written statement advising of the complaint outcome, including the reasons for the decision within ten working days of the commencement of the process.

2.2 Stage Two

If the student is dissatisfied with the decision and:

- It is an academic matter, s/he may appeal to the chair of the Academic Board within 20 working days of receipt of the decision. The Academic Board has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.
- If it is a non-academic matter, s/he may appeal to the CEO within 20 working days of receipt of the decision. The CEO has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.

A student who is not successful with the internal complaints handling process will be informed of the available external complaints and handling process within 10 working days, and this advice will include the contact details of the external appeals body. See Stage Three below for information on external appeals.

2.3 Stage Three

If the student is dissatisfied with the outcome of the mediation, s/he may appeal against the decision by requesting an external independent arbiter. The student must access the external independent arbiter within 30 days of receipt of the decision. AITC will cover the cost of the external independent arbiter.

The services of an independent third party that has a focus on grievance resolution (dispute resolution) can be accessed by Students.

The Resolution Institute (<https://www.resolution.institute>), for example, can provide mediators, arbitrators, adjudicators, restorative justice practitioners and other dispute resolution professionals. AITC will become a member of the Resolution Institute's Student Mediation Scheme allowing and use the 'expert determination' as part of an external appeals process. The use of the Resolution Institute by AITC ensures there is consideration of the type of dispute, experience and knowledge required, accreditations or qualifications, location and price point to nominate an expert determiner to match the dispute. Further details of support available to students are presented in Appendix 1.

Students can also make a complaint to the New South Wales Ombudsman (<https://www.ombo.nsw.gov.au/>). The Ombudsman considers complaints about administrative actions or decisions and the related processes but does not have a focus on resolving complaints.

Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved.

Any external decision in favour of the overseas student be implemented immediately,

Bullying or Harassment

Australian Institute of Technology and Commerce will not tolerate inappropriate behaviour of any kind. If you see a student being bullied or harassed by anyone while they are at the Institute, you should immediately report this to the Registrar or any member of the Senior Management Team who will mediate to resolve the problem, or directly refer it to the CEO.

Independent Arbiter

If a grievance is ongoing, the CEO may mediate or refer the matter to an Independent Arbiter who is appointed by the CEO, or may involve the following organizations:

NSW Office of Fair Trading 1 Fitzwilliam Street,
Parramatta NSW 2150 Australia Tel: 61 2 9895 0111, 13 32 20
Fax: 61 2 9895 0222
Website: www.fairtrading.nsw.gov.au

Overseas Student Ombudsman (OSO) GPO Box 442 Canberra, ACT 2601
Tel: 1300 362 072 or 02 6276 0111 Fax: 02 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au/making-a-complaint/overseas-students

Australian Council of Private Higher Education and Training (ACPET)
If the student is an Australian, (by birth, citizenship or permanent resident status), the student may contact ACPET by email to student.appeals@acpet.edu.au.

Australian Competition and Consumer Commission (ACCC) Website: www.accc.gov.au

10. STUDENT RESPONSIBILITIES AND CODE OF BEHAVIOUR

Dress standards

Students are expected to dress in a manner that is neat, clean and safe always, as would be expected in the workplace.

Alcohol and drugs on Institute premises

Students are not allowed on Institute premises or to use its facilities whilst adversely affected by alcohol or drugs. The possession uses or sale of illicit substances on Institute's premises is forbidden.

Smoking on Institute's premises

Smoking is forbidden throughout Institute's premises and facilities, including all outdoor areas, taking in the areas immediately outside entrances to Institute buildings.

Eating and drinking on Institute's premises

Eating is not permitted in classrooms or libraries.

Work Health and Safety (WHS)

Australian Institute of Technology and Commerce is committed to promoting a safe and healthy work and study environment, and recognises its obligation under the WHS legislation to, so far as practicable, provide and maintain a

working environment where its employees and students are not exposed to hazards. The WHS Act also requires individuals to take responsibility for contributing to their own safety in all circumstances.

Conduct dangerous to others

Conduct, which constitutes a danger to anyone's health, safety or personal well-being, will not be tolerated. It includes physical abuse, threatening behaviour, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health, safety or well-being of self or others.

Unacceptable behaviour

Conduct which disrupts staff and hinders them from delivering education programs and services, or other services in an orderly manner, is a breach of the code of conduct. This applies not only in classrooms, but in all parts of the Institute. Any individual or group behaviour, which is abusive, indecent, violent, excessively noisy, disorderly, dangerous, and offensive, or which unreasonably disturbs other groups or individuals, is prohibited.

Misuse of Institute's property

Any act of misuse, vandalism, theft, malicious or unwarranted damage or destruction, defacing (including graffiti), disfiguring, or unsafe or unauthorized use of property belonging to Australian Institute of Technology and Commerce is a violation of the Student Code of Conduct.

Academic misconduct

➤ **Cheating**

Cheating means gaining an unfair advantage in an assessment by deception or a breach of the rules governing the assessment.

➤ **Plagiarism**

The term plagiarism refers to taking and using another person's ideas, writing or inventions as your own, and failing to acknowledge the source. It is not acceptable.

Harassment

Harassment of any kind will not be tolerated and will be subject to disciplinary action. Please refer to the Bullying, Harassment and Discrimination Policy for more information on bullying and harassment.

Discrimination

Any form of discrimination is not acceptable at AITC and will not be tolerated. Serious cases of discrimination will be viewed as misconduct and dealt with accordingly by the CEO.

Alleged Illegal Activity

If a student is alleged by a member of staff to have engaged in illegal activity under the laws of any State, Territory or Commonwealth jurisdiction, the matter shall be reported to the police of that jurisdiction for investigation.

Firearms and Dangerous Weapons

Firearms or replicas of firearms (including ammunition or magazines), weapons, flammables, explosives or dangerous instruments, are prohibited in the Institute.

Classroom Rules

The Institute adopts a set of classroom rules which are in place to promote an ideal learning environment for all. These rules will be displayed in all classrooms, and are as follows:

- ✓ Punctuality—students must ensure that they are on time for the start of class and after lecture breaks.
- ✓ Always bring your textbook and where necessary, writing paper, pencils, pens and calculator to class with you.
- ✓ Mobile Phones—Ensure that all mobile phones are turned off at the beginning of each class and not

- turned back on until the class has finished.
- ✓ Mobile Phone with Cameras–Students are advised not to take pictures of the notes, the lecturer or other students in the classroom.
- ✓ Students are advised not to use I Pods or any other MP3 players or personal sound systems during the class.
- ✓ Respect your teacher and classmates, and do not talk while the class is ongoing.
- ✓ Do not sleep in class.
- ✓ Before leaving the classroom, pick up all rubbish from where you are seated, and place it in the rubbish bin.
Classrooms must be kept tidy.
- ✓ Be quiet when leaving the classroom.

11. VISA CONDITIONS

International students are required to observe certain conditions. It is important that you understand what your visa entitles you to do, and what you are not permitted to do. In some instances, AITC is required to report breaches of Student Visa conditions to the Department of Home Affairs. You should take the time to familiarise yourself with the requirement by visiting the Department of Home Affairs website www.border.gov.au.

Main points you should be aware of:

- You must notify AITC of your current Australian address and contact details within seven days of arriving in Australia. Should you change your address or contact details during your enrolment, you must notify AITC within five working days.
- You must remain enrolled in a full-time study program (normally 4 units per semester) and attend classes in accordance with AITC policy.
- You are permitted to work a maximum of 40 hours per fortnight during semester. During holidays you may work unlimited hours.
- You must maintain satisfactory academic progress.
- You must maintain adequate Overseas Students Health Cover (OSHC) throughout the term of your student visa.
- You are responsible for renewing your visa when it is close to expiry; see [Department of Home Affairs website: www.border.gov.au](http://www.border.gov.au) for further information.

12. OTHER INFORMATION

Library

The Institute has a fully equipped library. You will also have access to eLibrary facilities and research article database, ProQuest, as well as eduLab (a virtual computer lab) at AITC. For more information, please ask the Student Service Staff.

Other facilities

All students on campus will have free access Internet. You will also be able to access online learning system, i.e., Moodle, and the student portal of Student Management System (i.e., Wisenet). You are also able to use the plagiarism detection online platform (i.e., Turnitin) to check your assignment before submission. Photocopying & faxing services are also available in the Administration Office.

Valuables

At all times, you should be responsible for your bags and personal possessions. AITC takes no responsibility for theft.

13. OVERSEAS STUDENT HEALTH COVER (OSHC) ARRANGEMENT

Australian Institute of Technology and Commerce can arrange OSHC for students. OSHC is a compulsory requirement. The Department of Home Affairs requires that student visa holders must have Overseas Student Health Cover. The OSHC current premiums for a single student are about \$600.00 per year at present.

14. COUNSELLING SERVICE:

In order to ensure that students are properly supervised both inside and outside college during their study period in Australia, the Institute has arranged staff such as Student Counselling and Wellbeing Officer, and Registrar for student welfare and student services that are able to advise students on all aspects of student life.

The Student Counselling and Wellbeing Officer and relevant academic management team are available to discuss and support you with any concerns you may have during your studies with us. Feel free to talk to them about your adjustment to student life and any other problems that may be affecting your studies. They will advise or refer you appropriately.

Student welfare / services staff can assist with the following:

- ✓ Personal/cultural problems, for example if you have stressful circumstances or emotional issues which interfere with your studies.
- ✓ If you think you may have chosen, the wrong course.
- ✓ Help you with decision making, exploration of interpersonal issues and personal behaviour patterns.
- ✓ Allegations of harassment or discrimination may be discussed.
- ✓ Attendance problems.
- ✓ Administrative problems or complaints.
- ✓ Adjustment to new study life.
- ✓ Guidance on further career pathways and academic progress.

Individual assistance is available for students in need of specialised counselling. External agencies may be able to help, such as:

Good Thinking Clinical Psychology Suite 1, Level 1
1 Clarke Street
Earlwood, NSW 2206
Telephone: 8068 0982

You may make an appointment to seek confidential advice. In addition, the following contacts may be useful for students:

24-hour Crisis Emergency Contacts:

Lifeline	131 114
Police (Free call)	000
Crime Stoppers	1800 333 000

Sexual Assault

NSW Rape Crisis Centre - 1800 424 017
Eastern and Central Sexual Assault Services - 02 9515 9040
Crisis Service-ask for after-hours crisis workers – 02 9515 6111

Alcohol and Drug Counselling

Alcoholics Anonymous NSW (24 hours) – 02 9799 1199

Victims of Crime Support Lines

NSW 24-hour information, support and referrals – 02 9374 3000

Interpreting Services: 131450 (Sydney).

Bank Account and Money Matters

All major banks have a branch on George St, Sydney. Most shopping centres have Automatic Teller Machines (ATM) facilities.

Shopping

The closest shopping centre is World Square Shopping Centre, Broadway Shopping Centre. There are many convenience stores near by the college campus in Sydney.

Medical Centre

There are several Medical Centres all over Sydney. You can find a Medical Centre near you via Google, or else, ask your Student Support Officer for assistance. Here are details of one Medical Centre within the Sydney CBD:
Sydney Medical Centre
580 George Street, Sydney NSW 2000
Tel: 9261 9261

Safety

In general, Sydney is a safe place to live. However, you must be aware of potential dangers and risks whilst travelling around the city, avoiding lonely or gloomy places, especially at night - walk with a friend or stay with a crowd, avoiding empty train carriages, taking an aisle seat.

Mailing Services

There is a local Post office located at the corner of George and Market Street, Sydney, and at the corner of Henderson and Mitchell Roads, Alexandria. There are post boxes located within ATP.

Driving in Australia

Overseas students are permitted to drive using their home country's driver's license. Overseas students can also apply for a driver's license test. A guide to road rules is available from the Roads and Traffic Authority for Sydney, NSW. You can contact the Roads and Traffic Authority (RTA) on 13 22 13.

Transport in Sydney

The cars, buses, trains and ferries are the main forms of transport used in Sydney. The following websites may be useful for you.

City Rail: <http://www.sydneytrains.info/>

Sydney Buses: <http://www.sydneybuses.info/>

Transport Info Line: <https://transportnsw.info>

Looking for an address: <http://www.whereis.com>

You can also download apps such as TripView to your Mobile Phone to access live data on bus, train, tram and ferry timetables.

Cost of Living

The approximate cost of living in Sydney depends on your lifestyle. The average international student in Australia spends between A\$360 - \$480 per week on rent and groceries.

You may spend, depending on the course you choose to study, where you choose to live and your lifestyle. The individual figures above are approximate costs for Sydney and exclude tuition fees.

The [Department of Home Affairs](#) has financial requirements you must meet in order to receive a student visa for

Australia.

Refer to the step-by-step [Student Visa Subclass 500 application and Document Checklist Tool for](#) details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019, the 12-month living costs are;

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

The [Home Affairs website](#) covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/.

Accommodation Options

There are several accommodation options with close proximity to the AITC campus are available to students, such as rental accommodation and shared accommodation. Most international students prefer to share rental accommodation to reduce costs. Sydney is well connected via Public Transport, which means that students have a wide range of suburbs that are suitable for student living, without complicating the commute to AITC's campus. AITC staff can provide further information on accommodation to students as required. Although accommodation is usually readily available, the beginning of each semester is a very busy time and accommodation may take a little longer to find during these periods. It is therefore suggested to have your accommodation arranged prior to your course commencement. Useful information on accommodation with close proximity to the AITC campus are as follows:

Suburbs close to the AITC Campus

- Sydney CBD, NSW 2000
- Glebe, NSW 2037
- Ultimo, NSW 2007
- Chippendale, NSW 2008
- Surry Hills, NSW 2010

Other Suburbs with close proximity to the CBD (between 10 - 30 min train or bus ride to the CBD)

- Suburbs within the Inner West
- North Sydney, NSW 2060
- St Leonards, NSW 2064
- Chatswood, NSW 2067

As a rough guide, rental cost for shared accommodation can range from A\$200 – A\$300, whilst the rental cost for a one-bedroom apartment can range from A\$400 – A\$600 (this is a rough guide only and cost can be higher or lower depending on your lifestyle and area of choice).

When considering accommodation, also consider any additional cost that you would incur depending on the location you chose, such as transportation costs if you are not within walking distance to your AITC campus.

Website that can assist with the identification of available accommodation and shared accommodation options:

- <https://www.realestate.com.au/>
- <https://www.domain.com.au/>
- <https://flatmates.com.au/>

Culture and Commerce

Sydney's lifestyle is defined by cultural diversity. People from over 180 countries speaking 140 languages live in both

cities, Sydney's current population is around 5 million. This means that Sydney residents enjoy an outstanding range of ethnic food, clubs and festivals, cinema and theatres, Aboriginal arts and culture, museums and music venues. Sydney is a shopping destination and is also a major business hub.

For further information about Sydney's wide range of culture and entertainment, you can visit the NSW tourism board website at: www.sydney.com/.

Climate

Sydney can be best described as sub-tropical. Unlike other parts of Australia, Sydney never gets too hot or too cold. Winters are pleasant and summers are hot.

Disclaimer: *All due care is taken to maintain the accuracy, completeness and currency of the content presented.*