



AUSTRALIAN
HEALTH AND SCIENCE INSTITUTE

Student Handbook

**International and Domestic
Students**

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WELCOME

Australian Health and Science Institute (AHSI) welcomes students from all over the world. Our students not only love learning with us but the opportunities that they encounter are some of the most valuable experiences during their study with us.

With our modern training facilities and experienced staff, student will experience hands on training delivered in classroom and college student clinic plus real workplace settings.

Upon successful completion of our courses, these valuable 'real life' experiences will prepare each student industry ready. Highly professional trainer, outstanding student support and a convenient location are a few reasons why AHSI is the right choice for you.

AHSI is closely linked with the health industry, which enables us to cater the needs of the sectors and the ability to tailor courses to meet the growing industry needs, you will find that our courses are flexible and designed to suit your education level and lifestyle in Australia.

Australian Health and Science Institute (AHSI)- Your pathway to the future.

SECTION 1- INTERNATIONAL STUDENTS

The first part of this Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

WHY AUSTRALIAN HEALTH AND SCIENCE INSTITUTE (AHSI)?

Students at Australian Health and Science Institute (AHSI) are supported in their learning to develop a strong link between theory and practical knowledge. Health and Science courses offered at the college are designed to progress the student from basic theory to be a competent, confident practitioner.

AHSI Trainers & Assessors are all fully qualified in their field and have current industry experience. All learning programs are taught in accordance with government and registered body requirements.

PURPOSE OF THIS HANDBOOK

Purpose of this handbook is to provide you with all the information that you need to know to prepare for and while studying with AHSI. Please ensure you read it thoroughly before you arrive.

LOCATION

Australian Health and Science Institute (AHSI)

Level 1 333 Kent St

Sydney

Tel: +61 290 551 513

Email: info@ahsi.edu.au

Web: ahsi.edu.au



MAIN CONTACT INFORMATION

Mrs Monica Schlesinger (Director and CEO)

Email: ceo@ahsi.edu.au

Tel: +61 290 551 513

Student Support

Email: info@ahsi.edu.au

Tel: +61 290 551 513

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs:

131 881

9 Wentworth St, Parramatta NSW 2150

Web: www.homeaffairs.gov.au

Local Medical Centres SYDNEY

Sydney Premier Medical & Health Centre

Shop 2 Ground Floor/309 Pitt St, Sydney NSW 2000

World Square CBD Medical Centre

644 George Street, Shop 9.09c World Square Shopping Centre, Sydney NSW 2000

Hyde Park Medical Centre

Shop 1/175 Liverpool St, Sydney NSW 2000

Arys Health Medical Centre

280 Pitt St, Sydney
NSW 2000

Transport:

You can access transport information anytime, anywhere on this website transportnsw.info

- trip planning and timetables for train, bus, ferry, and light rail across NSW
- ticket and fare information
- school bus services information
- travel to events, attractions and to walks and cycling activities
- accessible travel information for people with disabilities
- service interruptions and developments across the transport network, including track work
- facilities at stations, stops and wharves
- customer information when travelling
- customer feedback service
- TTY response for hearing and speech impaired customers - call 1800 637 500

Public Trains, Trams, Buses

Local taxi companies

- www.13cabs.com.au
- www.silvertop.com.au

LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site 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.

ADMISSIONS AND ENROLMENT

AHSI accepts applications from all students who meet the entry requirements published in the Course Overview and Course Brochure. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting later.

ENROLMENT PROCESS

To apply to enrol in a course, you must complete an Enrolment Form. Once you have decided what course you want to apply with AHSI and follow application process as outlined in this handbook. You must complete an Application form available at AHSI website. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, previous education qualification and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

If you cannot provide evidence of English proficiency, you will be issued with a conditional letter of offer Based on AHSI receiving evidence of your English Proficiency prior to commencement of your course.

OVERSEAS STUDENT HEALTH COVER

All international students must possess Overseas Student Health Cover (OSHC). You will need to arrange OSHC before you come to Australia to cover you from the moment you arrive. The Department of Immigration and Border Protection requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by AHSI, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC World care www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

APPLYING FOR A STUDENT VISA

Once you receive your electronic Confirmation of Enrolment/s (CoE), you are now eligible to apply for your student visa. a. Please ensure you check that you have met all the application requirements for your country in which you hold your passport. Further information about applying for a student visa can be found at: <http://www.immi.gov.au/allforms/pdf/applying-student.pdf>.

VISA CONDITIONS

If you are granted a Student visa, you must abide by its conditions as mentioned on the “Applying for a Student Visa” document. This document is available at <http://www.immi.gov.au/forms/Documents/applying-student.pdf> . Failure to comply with these conditions may result in the cancellation of your student visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify AHSI of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of AHSI.
- Remain with the principal education provider (AHSI) for 6 months unless you are issued with a letter of release from the AHSI to attend another institution.

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 Sydney at least 2 weeks before your course orientation to give you time to settle in.

Sydney Airport, also known as Kingsford Smith Airport, is the primary airport serving the Sydney city. The distance from Sydney Airport to AHSI is approximately 20 kilometres.

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 AHSI at the time of confirmation of enrolment.
- 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.

ENTRY INTO AUSTRALIA

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

ARRIVING IN AUSTRALIA

Getting from Sydney Airport to your accommodation

Airport Shuttle (REDY2GO) - READY2GO has door-to-door shuttle services from Sydney Airport to your hotel or any spot in the city: Sydney CBD (Central Business District), China Town, Mascot, The Rocks and all the most popular tourist spots in New South Wales.. More information about costs and timetables are found at: <https://www.redy2go.com.au/sydney-airport-shuttles>

Taxi services - Taxi fares vary based on distance, location and time of travel. Additional charges apply on some public holidays, when booking in advance, making an electronic payment, using toll roads, or when your taxi has five or more passengers. For more information visit <https://nswtaxi.org.au/fares-and-charges>

Airport Pickups- Airport pickups and drop off at your organized accommodation can be organized by college upon request made at the time of application for a cost of \$150 only.

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.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Sydney you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

There are various accommodation options to suit different budgets and needs:

- Homestay- Popular with younger students, staying with a local Australian family.
- Share Accommodation- Living in a flat (apartment) or house with other students.
- Lease your house. You have the same legal rights as anybody else renting in Australia.

You can find housing information at the following websites:

- www.flatmatefiners.com.au
- www.gumtree.com.au
- www.domain.com.au
- www.realestate.com.au

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Melbourne are as follows

- Centre-based childcare- \$ 80 to \$ 120 per day per child
- Family day care- \$5.50-\$16.80 per hour per child dependent on geographical location and service.
- Au pairs (living in your home) \$80-\$120 pocket money per week (+agency fee)
- Nannies - \$15-\$25 per hour live in \$15-\$35 per hour live out (+agency fee)

Find out more at: <https://www.careforkids.com.au/articlesv2/article.asp?ID=77>

For school children, current costs range from \$ 8,159, to find out more about application processes and costs go to: <https://education.nsw.gov.au>

You should also be aware that the above costs for childcare and schooling are in addition to living costs which approximately estimated as:

- \$18,610 a year for the main student.
- \$6,515 a year for the student's partner.
- \$3,720 a year for the student's first child.
- \$2,790 a year for every other child and where required.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

WORKING IN AUSTRALIA

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and unlimited hours when your course is **not in session**.

- Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.
- If you are doing voluntary, unpaid work, it is not included in the limit of 40 hours per fortnight if it:
 - is of benefit to the community.
 - is for a non-profit organisation.
 - would not otherwise be undertaken in return for wages by an Australian resident (that is, it is a designated volunteer position).
 - is genuinely voluntary (that is, no remuneration, either in cash or kind is received—board and lodging acceptable).

You may have a part-time or casual job while you study in Australia. Depending on the job, most people should be paid at least \$18.29/hour; and over \$22.86/hour if you are a casual employee. You may be entitled to even more than this depending on the industry you work in, or if penalty rates apply to your shifts.

Visit the following website to find out more about working in Australia, including how to find a job. <http://www.border.gov.au/Trav/Stud/More>.

You should also visit the following website to find out more about working in Australia, including your Employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

Information for international students:

<https://www.fairwork.gov.au/about-us/our-role/corporate/open-letter-to-international-students>

Check your pay rate: <https://www.fairwork.gov.au/pay>

Find your award rate: <https://calculate.fairwork.gov.au/findyouraward>

Contact the fair work ombudsman If you are having problems <https://www.fairwork.gov.au/contact-us>

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations' prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- \$18,610 a year for the main student.
- \$6,515 a year for the student's partner.
- \$3,720 a year for the student's first child.
- \$2,790 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

SECTION 2 – ALL STUDENTS

FEES AND CHARGES

A non-refundable application fee of \$300 applies to all our courses. This fee is due at the time of accepting your Letter of Offer.

A one of Resource fee is payable at the commencement of the course you are enrolling in. For health students this fee covers uniform, name badge, student clinic products. For the science students the Resource fee covers the textbook

You can find up to date fees and charges information on the Student Handbook or by visiting our website www.ahsi.edu.au and selecting the desired courses from drop down menu.

These fees and charges will be shown in your Letter of Offer

Method of Payments

You can pay your fees by the following methods:

- Electronic Bank transfer,
- Cash or Bank Cheque,
- Credit Card - Master Card or Visa cards only. (***Please note that a 2.5% surcharge applies to all credit card payments***)

Electronic Bank transfer

Bank: Commonwealth Bank

Account Name: Australian Health and Science Institute Pty Ltd – Trust Account

BSB: 062 443

Account Number: 1322 1032

Swift code: CTBAAU2S (Overseas transfers only)

NOTE: *Please ensure to provide your name as reference when transferring your fees.*

All fees and charges will be outlined in the Letter of Offer showing due dates for each payment. You can pay your fees by above indicate method of payment. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students. At AHSI, student fees are protected under Tuition Fees Protection Service and Australia's consumer protection laws. The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative placement options.

Please visit www.tps.gov.au for more information.

Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to three attempts at assessment per unit.

However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee. Re-sit fees will be calculated as total cost divided by total number of hours for the course and multiplied by total unit hours.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 14 days of receiving your invoice, unless you have contacted AHSI to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact us at info@ahsi.edu.au

ADDITIONAL CHARGES

AHSI has the following of additional charges:

Application Fee (also known as Enrolment Fee)	\$300
Change of COE details \$20.00 each	\$100
Course Material Fees for Certificate III and Certificate IV Qualifications	\$750
Course Material Fees for Diploma of Early Childhood Education and Care and Diploma of Mental Health	\$1500
Course Material Fees for Diploma of Counselling and Diploma of Community Services	\$1000
Overdue tuition fee per week	\$200
Deferment of Enrolment	\$150
Re-Assessment of unit (within 28 days)	\$200
Late Submission Fee per unit	\$200
New Enrolment & Re-enrolment fee	\$300
Holiday Reference Letter	\$30
Enrolment/Attendance Letter	\$30
Leave Letter	\$30
Invitation letter for Family Members	\$30
Release Letter	No Charge
Re-issuing of Certificate/Transcripts	\$150
Student ID Card	\$50
Re-issue of Student ID Card	\$75
RPL Fee per unit	\$500

Refund Policy

The purpose of this Refund Policy is to set out the principles and procedures to be followed when a student applied for tuition fees refund due to withdrawal from a course, deferral or cancellation of course. This policy also outlines the criteria under which a full or partial refund may be granted.

Provider Default Occurs

In the unlikely event of default by AHSI, such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the circumstances of provider default where the refund option is chosen by the student, AHSI must refund the student all course fees.

Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Notifying the Secretary, the TPS Director and students

- Under section 46B of the ESOS Act, you must notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. Under section 46B you must also notify students in relation to whom you have defaulted.
- The notices must be in writing and meet the requirements of section 46B.

Provider obligation period

- Under section 46D of the ESOS Act, you have 14 days after the day of the default (the provider obligation period) to satisfy your tuition protection obligations to the student as set out in the section.
- If you fail to discharge your obligations to the student under section 46D, it is an offence under section 46E of the ESOS Act and serious penalties apply.

Notification of the outcome- discharge of obligations

- Under section 46F of the ESOS Act, you have 7 days after the end of your obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of your obligations. This notice must comply with the requirements of section 46F.
- If you do not meet your obligations affected students may be assisted by the TPS Director.

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at AHSI's expense, then AHSI is relieved of its liability to make the payment. The student must advise AHSI in writing whether they agree to the alternative arrangement.

The tuition fees **will be refunded** only under the following circumstances as shown in the table below:

Enrolment Fee	Non-refundable
Tuition Fees	
Visa refused prior to course commencement	Full refund
Withdrawal at least 10 weeks prior to agreed start date	90% refund
Withdrawal at least 5 weeks prior to agreed start date	70% refund
Withdrawal less than 4 weeks prior to agreed start date	No refund
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Visa extension is refused	Return of unused tuition fees

Withdrawal from study - current students	Refund of unused tuition fees (of the following term/s) (<i>Notification of Withdrawal</i> form must be received 4 weeks prior to term commencement by Student Administration)
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider
Airport Pick-up	Full Refund if service cancelled prior to flight arrival

Tuition fees **will be not refunded** under the following circumstances:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- The student withdraws from the course at the location (either before or after the agreed starting day); or
- The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - The student failed to pay an amount payable to the provider for the course;
 - The student breached a condition of their student visa;
 - Misbehaviour or misconduct by the student

All requests for refund should be made in writing on the Refund Application Form with documented evidence of the reason for withdrawal and refund and forwarded to Student Support.

Eligible refunds will be refunded within 28 days of receipt of the said claim. No administrative fee is charged for processing refunds. However, the \$200 enrolment fee is not refundable.

Refund Calculations

All refund considerations are strictly limited to the total of fees AHSI has received. The refund calculation will not include:

- The non-refundable enrolment fee;
- The part of expenses for travel, bank charges, accommodation and other domestic services that cannot be offset by providing the services to someone else;
- The cost of books, equipment and other materials needed for the course;
- The proportion of course money received for the proportion of the course provided to the student before the default date;

All refunds will include a statement outlining the calculations for the refund amount. Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

All refunds will be provided in Australian currency and where the refund is required to be made in a foreign currency it will be made at the current exchange rate as of day of deposit. Students will have the currency exchange fee taken out of the refund total amount paid.

This refund policy does not remove students' rights to take further action under the Australian

Deferral of Commencement: The Application Fee is non-refundable, and students are not required to pay an additional application fee when re-commencing the course.

Suspension of Studies: All suspension of studies for compassionate or compelling reasons may be eligible for fee transfer to a new term. For any other reasons for suspension of studies will attract 10% term fees.

Cancellation of Enrolment

- If a student visa is rejected, the total amount paid minus application fee will be refunded upon proof of a visa rejection from DIBP.
- If an onshore student withdraws or cancels the course after commencement due to visa rejection, total paid tuition fee will be refunded minus application fee and cancellation fee of \$500.
- Refunds only apply 3 weeks prior to a term commencement. Once this period has lapsed, no refund will be issued.
- There are no refunds for public holidays or days when a student is absent from class.

Any request for refunds must be made in writing using the correct forms and can be lodged either via email or letter to info@ahsi.edu.au . Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 14 days and all refunds will be paid within 5 days of the advising you of the outcome of your request.

In unforeseen circumstances where AHSI is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

COURSE CREDIT

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience that you have. This means that you are not required to participate in a part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways - through recognition of qualifications and statements of attainment issued by another RTO, through credit transfer and through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and the costs involved.

Under recognition arrangements, any AQF qualifications or VET statements of attainment that you have from another RTO and are a direct match to the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for Credit Transfer

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means that you can get credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

AHSI has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

If you choose to apply for RPL to prove entry requirements, you will be provided with a kit that will assist you to collect all the evidence you will need to provide in order for us to assess your application. An Assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about applying for RPL, contact the Course Co-ordinator via the contact details listed at the front of this Handbook.

YOUR COURSE AND ASSESSMENT METHODS

The training and assessment offered by AHSI focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as **competency-based training and assessment**. Each of the components of your course is a “unit of competency”. You may either be studying one or more units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge that is required in the workplace.

Our course brochures include the details of how we deliver the training to you, for example, classroom-based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the unit of competency but usually include written assignments, projects, group activities, class tutorials and practical demonstrations.

Students will be provided with:

- Induction pack with Student Handbook, Orientation PowerPoints
- Student Assessment Booklets for each unit
- Login to Moodle where they can access PowerPoints, handouts and reference materials
- Access to Library

STUDENT CLINIC

AHSI have created a simulated student clinic at their premises. The clinic is run by students and has a roster for all students to experience the practical application of the training they experience at AHSI and what is expected of them in the Australian Health centres.

All students are required to wear their AHSI uniform on clinic days and make sure that it is clean and pressed. The cost of student’s uniform is included in resource fee. During practicals/demonstrations nails need to be kept short, clean and tidy, perfume and aftershave is kept to a minimum, no jewellery is to be worn and long hair needs to be tied up. Enclosed shoes must be worn.

Students need to present a professional image when working in the Student Clinic, therefore must be punctual, maintain the confidentiality of all information provided by a client of the clinic and be fully aware of their personal hygiene and presentation as it reflects AHSI and their own professionalism.

Reasonable adjustment in assessment

Some students may need modifications to assessments. This is called reasonable adjustment.

Reasonable adjustment can involve:

- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Submitting your assessments

Students must submit written assessment tasks along with a completed Assessment Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

AHSI will ONLY accept electronic submissions of assessments.

It is recommended to keep a copy of your work as well as assessments for future reference. AHSI does not accept any responsibility for work that goes missing during the submission process.

Appealing assessment decisions

You make an appeal against an assessment decision. Please refer to the complaints and appeals section in this handbook for information about lodging an Appeal.

Referencing

Harvard is a style referencing used at AHSI. If you are using a quote or have sourced information that is not your own work then use the following style as examples It is to be used students, to cite information sources.

Two types of citations are included:

In-text citations are used when directly quoting or paraphrasing a source. They are in the body of the work and contain a fragment of the full citation.

Depending on the source type, some Harvard Reference in-text citations may look something like this:

"After that I lived like a young rajah in all the capitals of Europe..." (**Fitzgerald, 2004**).

Reference Lists are located at the end of the work and display full citations for sources used in the assignment.

Here is an example of a full citation for a book found in a Harvard Reference list:

Fitzgerald, F. (2004). *The great Gatsby*. New York: Scribner.

Book referencing:

Generally, Harvard Reference List citations follow this format:

- Last name, First Initial. (Year published). *Title*. City: Publisher, Page(s).

Citations are listed in alphabetical order by the author's last name.

If there are multiple sources by the same author, then citations are listed in order by the date of publication.

Website referencing

When citing a website, use the following structure:

- Last name, First initial (Year published). Page title. [online] Website name. Available at: URL [Accessed Day Mo. Year].

When no author is listed, use the following structure:

- Website name, (Year published). *Page title*. [online] Available at: URL [Accessed Day Mo. Year].

Further information can be found at <https://www.citethisforme.com/harvard-referencing>

PLAGIARISM, CHEATING AND COLLUSION

AHSI has a no tolerance policy for plagiarism, cheating and conspiracy. Students are always expected to act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or conspiring, AHSI will take the necessary steps to detect if this has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or conspired, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or conspired, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

ORIENTATION

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

The first class of each course will be used to:

- Introduce students to staff
- Facilities available and locations on campus
- Outline the course structure, duration, attendance
- Information about what is expected during student clinic
- Explain key policies such as assessment, course progress requirements deferral, extension, cancellation, course transfer, fees and refunds, complaints and appeals.
- How to access and use resources such as computers, internet, Moodle and library and support.
- Explain Health and Safety and emergency procedures
- Overview of massage associations

SUPPORT SERVICES

All students will be provided with a range of learning support options and resources to help them achieve competency. Students have the following support at our Campus:

- Revision days are provided throughout the duration of the course.
- Face to face Trainer assistance available on request for additional tutoring/mentoring.
- Have access to a Student Support officer and Course Co-ordinator on Campus.
- Internet and computer access available on Campus.
- Interpretation and understanding of the learning content or assessment activities.
- Preparation for practical skills assessment.
- Catch-up classes on request (reasonable situations)
- The application of knowledge and skills in the student clinic under guidance of a professional supervisor.

Where additional support needs have been identified an Individual Support Plan will be developed which may include:

- Mentoring from trainers
- Additional classes, tutorials and workshops
- Online support and exercises for some courses
- Computer and technology support
- Referral to external support services/courses
- Reasonable adjustment to assessments

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Students are encouraged to discuss any individual learning or support needs that may arise throughout their studies with the Campus Manager or Course Coordinator. Contact us at any time on 02 9015 1513 or studentsupport@ahsi.edu.au to discuss your support needs.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Contact us at 02 9015 1513 or info@ahsi.edu.au for details about welfare services that we can refer you to.

EXTERNAL SUPPORT SERVICES

1. Reading and Writing Hotline

Telephone: 1300 655 506

Web: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Australian Human Rights Commission

Telephone: 1300 656 419

Web: <https://www.humanrights.gov.au/>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

2. Legal Aid NSW

Telephone: 1300 888 529

Web: <https://www.legalaid.nsw.gov.au/>

Legal Aid NSW helps people with their legal problems. Our legal services include legal advice, help at court and family dispute resolution. We can help in most areas of criminal law, family law and civil law

Disability Advocacy NSW

Telephone: 1300 365 085

Disability Advocacy NSW (DA) is a program of Advocacy Law Alliance Inc.

DA believes that people with a disability have the same rights (and responsibilities) as people who do not have a disability. DA's core purpose is to ensure that people with a disability realise these rights in practice by advocating with and for them.

3. Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are

available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

4. Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

5. The Overseas students Ombudsman

- provides a free service
- is independent and impartial and does not advocate for the student or the provider—that means the Ombudsman does not take sides can investigate your dispute and may recommend that your provider change a decision or action.

<http://www.ombudsman.gov.au/about/overseas-students/international-students>

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

AHSI will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal AHSI decision to report you to DIBP. However, an appeal will only be considered if AHSI has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

Circumstances that are compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A distressing experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports).

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- Where AHSI is unable to offer a pre-requisite unit.
 - Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
 - Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes. You must however attend all practical assessment and demonstrations.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DIBP. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

DEFERRAL, SUSPENSION AND CANCELLATION

AHSI's Deferral, Suspension and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend or cancel their enrolment with AHSI and where AHSI can initiate the suspension or cancellation of the student's enrolment.

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

Deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact AHSI because of a circumstance such as being involved in a car accident.

Cancellation is where the student voluntarily withdraws or is required to withdraw from a course.

Deferral and suspension will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where 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 student's studies; or

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- a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
 - where AHSI is unable to offer a pre-requisite unit; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.

AHSI may also initiate suspension or cancellation of a student's enrolment on the grounds of student misbehaviour or non-payment of fees. The Student Code of Conduct defines the behaviour expected of students and what might be defined as misbehaviour. AHSI Student Discipline Policy and Procedures will be followed to investigate incident. In the case of student plagiarism, cheating or conspiracy, AHSI's Student Discipline Policy and Procedure will be followed.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per AHSI's Course Progress and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies using AHSI's Application for Withdrawal form. Students should note AHSI's Fees, charges and refunds policy and procedure in relation to withdrawal.

Medical Certificate Requirements

As you are aware it is a condition of your student visa that you are required to maintain satisfactory attendance and achieve satisfactory academic results.

In line with the requirements of the National Code 2018 AHSI attendance and course progress policies state that students are required to attend at least 80% of all scheduled classes (unless specified).

Can a medical certificate excuse me from missing class?

A medical certificate does not excuse your absence from a scheduled class or give you a class credit. An absence supported by a medical certificate will be counted towards the student's total absence when calculating total attendance. Arriving late or leaving early from a class also counts toward a student's total absence, regardless if a student has a medical certificate.

This means if a student is sick and absent for a period of more than 20% of the course or unit, a medical certificate does not influence the standard attendance and course progress policies. This includes any obligation of AHSI to report any policy breach to DHA.

What happens if I am sick and miss more than 20% of classes?

AHSI understands that students cannot avoid missing classes due to health conditions. Outlined below is a list of actions recommended a student take in this situation:

See a medical practitioner and get a medical certificate as evidence as soon as is practicable

- Provide copies of medical certificates to student support either in person or by scanned copy via email
- Keep copies of your medical certificates in event DHA must be notified
- Contact student support as soon as you can about your condition and absence to discuss options available to you
- Request student support for your current attendance status due to the missed classes from illness
- Talk to student support to assist in booking in for catch up class as soon as is practicable
- Never wait till the end of term to explain why you missed classes
- Never consider or think a medical certificate is an exemption for missed classes

Can I continue my course if I miss more than 20% due to illness?

Depending upon a student's individual situation the student should be able to continue with their course either based on course progress considerations, catch up classes or repeating a term of studies which may require an extension of their original COE and visa.

Should students be required to apply for a deferral, including a retrospective deferral, students need to speak with a student support about their options and contact DHA for information on how it may or could impact on their student visa.

Does my attendance breach get reported to immigration if I was sick?

If the attendance policy is breached due to illness, and no intervention action has been taken by the student such as request for deferral of studies, then AHSI still has an obligation to report to DHA.

In this event, AHSI will advise DHA of the reasons for the breach. AHSI strongly advise students keep copies of all medical certificates as supporting evidence for AHSI.

Please feel free to seek advice from student support should you have any questions in relation to medical certificates and course deferrals.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, AHSI will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DIBP web site (<http://www.immi.gov.au/>) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon their visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by AHSI, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, AHSI will suspend an enrolment for an agreed period - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has finished. If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DIBP via the DIBP helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

AHSI will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

COMPLAINTS AND APPEALS PROCESS DURING DEFERRAL, SUSPENSION OR CANCELLATION

Where AHSI initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access AHSI's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical

concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

AHSI will not notify the Department of Education of a change in enrolment status until the internal complaints and appeals process is completed.

Students may choose to access an external appeal process as per AHSI Complaints and Appeals Policy. In the case of an external appeal, AHSI is not required to wait for the outcome of the external appeal before notifying Department of Education of the change to the student's enrolment status.

In most cases, AHSI will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

CODE OF CONDUCT

The purpose of this code is to outline the way in which students of AHSI are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Information Privacy Policy.
- Access the information AHSI holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to AHSI on the client services, training, assessment and support services they receive.

All students, throughout their training and involvement with AHSI are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Not bring into any premises or send via the internet any articles, files, codes, contents or items that may threaten the safety of self, others or intellectual or physical property (including information technology systems).
- Not provide Australian Health and Science Institute (AHSI) learning or assessment materials or their student portal login details to another any other individual or entity apart from Australian Health and Science Institute (AHSI), unless for the explicit purposes of completing their course requirements.

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- Treat all others and their property with respect.
 - Respect the opinions and backgrounds of others.
 - Follow all safety policies and procedures as directed by staff.
 - Report any perceived safety risks as they become known.
 - Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
 - Notify us if any of their personal or contact details change.
 - Provide relevant and accurate information to AHSI in a timely manner.
 - Approach their course with personal commitment and integrity.

 - Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright.
 - Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
 - Make regular contact with their trainer/assessor.
 - Prepare appropriately for all assessment tasks and training sessions.
 - Notify AHSI if any difficulties arise as part of their involvement in the course.
 - Notify AHSI if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the session.
 - Make payments for their training within agreed timeframes, where relevant.
 - For international students, comply with their student visa requirements under the ESOS Act.

STUDENT CLINIC CODE OF CONDUCT

When working in the Student Clinic students are expected to:

- Wear AHSI College shirt, name badge, black or navy-blue pants and closed shoes (not runners) when you are working as a therapist.
- Be ON TIME for the agreed clinical hours.
- Complete a separate Treatment Page for each client, which must be signed by an AHSI Clinic Supervisor.
- Perform all duties and tasks as directed by the Clinic Supervisor.

LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

[https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf). If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, AHSI must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare.

AHSI has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with AHSI emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, Victimisation or Bullying

AHSI is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. AHSI will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person. Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment.

Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation. If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per AHSI Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by AHSI aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with AHSI.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

AHSI provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards

that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Australian Privacy Principles

In collecting your personal information AHSI will comply with the requirements set out in the Australian Privacy Principles 2014, this means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless we have made you aware that information of that kind is usually passed to that person or organization and without your written consent.
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
- The disclosure is required or authorised by or under law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that AHSI holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Student Support using the Access to Records Request Form. There is no charge to access your records however there may be a fee for photocopying.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an AHSI staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended.

Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Complaints and Appeals Policy

Purpose

The purpose of this policy is to set out a framework for handling all the complaints and appeals and ensure that all the complaints and appeals are addressed quickly and resolved in a timely manner to the satisfaction of all parties involved.

Policy

AHSI takes all complaints and appeals seriously and investigates these to resolve them quickly and equitably, using the principles of natural justice. The procedures for complaints and appeals is fair, objective and accessible.

The internal complaints and appeals processes take place at no cost to the student who lodges the complaint or appeal. Any decision to be implemented as an outcome of a complaint or appeal (internal and/or external) which is in favour of the student who lodged it will be immediately implemented along with any preventative or corrective action required. The student will be advised immediately of a favourable outcome.

The complaints and appeals process are an integral part of the AHSI continuous improvement process and provides for opportunities for AHSI to review and enhance its quality services.

Separate registers are kept of both complaints and appeals, and these are review on a regular basis with a summary report produced monthly and tabled to the Academy Board for consideration and action.

Procedure

During student orientation Student Support will outline and inform students about the complaints and appeals policy and procedures. The student handbook, supplied to students during the first day of enrolment, containing details of the complaints and appeals process. Student will also be informed that the complaints and appeals policy and complaints and appeals form will be available via the AHSI web site.

Applicants for enrolment are provided with information about the complaints and appeals process in the pre-enrolment information with which they are supplied. The Academic Board is responsible for ensuring that all management staff, student support staff, marketing staff and trainers and assessors are aware of the policies and procedures for complaints and appeals. Provision of information about the complaints and appeals process is part is an important aspect of the induction process for new members of staff.

Informal resolution

Students who wish to make a complaint about an aspect of AHSI's service or appeal against a decision made by AHSI are encouraged to initially engage in informal discussion about the matter with the relevant staff member or staff members involved.

Students can, additionally or alternatively, discuss the matter with the Student Support or the Director of Marketing and Admissions (by appointment only).

All staff involved in the discussion of an informal complaint or appeal are required to do their best to resolve the matter effectively. A record of all informal discussions will be kept and recorded onto the complaints or appeals register.

Lodging a complaint

If an issue about which a student has complained informally cannot be resolved, students who wish to lodge a formal complaint will be required to do so using the AHSI complaint or appeal form, available from the Student Support or www.ashi.edu.au/students .

Students should submit the form signed and dated and all relevant supporting documentation to Student Support. Supporting documentation should comprise original documents or certified copies of original documents.

Students will be provided with support in completing the complaint and appeals form. If requested or if it is deemed necessary by the Student Support, a student wishing to make a complaint will have the complaint and appeal form completed by a member of the AHSI student support.

Acknowledging the Lodging of a complaint

Each formal complaint lodged by a student will be acknowledged in writing by Student Support. The acknowledgement will be provided to the student in person and sent as an attachment in an email to the student. A hard copy of the acknowledgement will be added to the students file.

Acting on a complaint

A Student Support Officer will add the complaint as an agenda item for the next scheduled meeting of the AHSI Academic Board. As meetings of the AHSI Academic Board are scheduled monthly, the matter will be considered within the 10 working days of the lodgement of the complaint as required by Standard 10 of the National Code 2018. In situations where the complaint needs to be addressed prior to the next Academic Board meeting the Director of Marketing and Admissions will review the matter on behalf of the Academic Board.

The right to be accompanied by a support person during the complaints/appeals process

At any meeting to discuss a complaint, each involved party may be accompanied and assisted by a support person, according to the principles of natural justice.

Grounds for Appeal

An application for appeal will be considered where:

- a) a student claims to be unfairly treated by fellow students or staff;
- b) a student claims to be unfairly treated by compliance with the AHSI Policy and Procedures;
- c) a student claims a disadvantage because the trainer did not provide a subject outline;
- d) a student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
- e) a student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- f) a student is of the view that a clerical error has occurred in the documenting of the assessment outcome; and
- g) a student claims that there is a discrepancy between the practical observation and the formal assessment.

Lodging an appeal

If a student disagrees with a decision made by AHSI, the student may lodge a formal appeal. The appeal should be submitted to Student Support using the AHSI complaint and appeal form. It must be lodged within twenty (20) working days of notification of the decision which is being appealed against.

Notifications of decisions which are provided to students in writing will include a date from which the twenty (20) working days available to lodge an appeal applies. The date specified will allow for time for delivery to the student of the notification.

Acting on an appeal

The Student Support Officer will add an agenda item to the next scheduled meeting of the AHSI Academic Board. As meetings of the AHSI Academic Board are scheduled monthly, the matter will be considered within

the 10 working days of the lodgement of the complaint as required by Standard 10 of the National Code 2018. In situations where the complaint needs to be addressed prior to the next Academic Board meeting the Director of Marketing and Admissions will review the matter on behalf of the Academic Board.

Processing a complaint or appeal

AHSI management is committed to processing complaints and appeals effectively and efficiently, according to the following procedures.

The process begins within ten (10) working days of the formal lodgement of a complaint or appeal. The process of formal consideration of a complaint or appeal commences within ten (10) working days of the formal lodgement of the complaint or appeal.

The formal lodgement of a complaint or appeal must be accompanied by all relevant documentation. All reasonable measures will be taken to finalise the process as soon as practicable.

Meeting of the AHSI Academic Board

The student who lodged the complaint or appeal and a support person will be invited to the meeting of the AHSI Academic Board which is considering the complaint or appeal.

Any other parties involved in the complaint or appeal and their support persons will also be invited to the meeting.

All parties involved in the complaint or appeal will be invited to provide relevant documentation as evidence to be considered by the AHSI Academic Board. Documentation provided must be original documents or certified copies of original documents.

Opportunity to formally present the case

The student making the complaint or appeal will be provided with the opportunity to formally present their case to the AHSI Academic Board.

The student and all other parties in the complaint or appeal will be provided with the opportunity to ask questions and will be requested to provide answers to questions which are asked by members of the AHSI Academic Board.

Opportunity to request a second meeting

After verbal notification of the interim outcome of the complaint or appeal, the student making the complaint or appeal may request the opportunity for a second meeting at which additional evidence may be presented. The student should make this request as soon as practicable, but no later than five (5) working days after the initial meeting.

The student should make the request in person to Student Support. If an additional meeting is requested, it will be agreed to, and scheduled for a date and time suitable for the student, all other parties involved, and the AHSI Academic Board.

The date for which the additional meeting is scheduled must be such that the complaints/appeal process can be finalized as soon as practicable.

The procedure for the conduct of the second meeting of the AHSI Academic Board to consider the additional evidence will be the same as that for the initial meeting, except that the student will not have the opportunity to request an additional meeting following the second meeting. The student will, however, be able to invoke an external complaint or appeal handling process:

- 1) The timeframe for resolving a complaint or appeal
- 2) Each formal complaint or appeal will be resolved as soon as practicable. If a complaint or appeal is not finalized within 60 calendar days, the complainant or appellant will be informed of why that is the case and provided with an update every five days thereafter.
- 3) Notification of the outcome of a complaint or appeal

Each student making a complaint or appeal is given a written statement of the outcome, including details of the reasons for the outcome. The form entitled "complaint or appeal resolution form" is used for this purpose.

Notification of the outcome of an appeal

In the case of an appeal, the document notifying the student of the outcome will summarize the information provided by the student during the appeal process, why the information was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.

If the overseas student's appeal relates to a decision to cancel the student's enrolment, the provider must wait for the internal complaints process to be completed before they can proceed.

However, AHSI would not report the overseas student through PRISMS for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals process, and the decision or recommendation supports the registered provider.

External complaint avenues

If a student is still dissatisfied with the decision of AHSI, the student may wish to escalate the matter to one of the government authorities listed below.

- **National Training Complaints Hotline:**

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

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Email:** ntch@education.gov.au

- **Australian Skills Quality Authority (ASQA):**

Complainants may also complain to AHSI's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about AHSI in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA:

- **Domestic students:** <https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>
- **International students:** <https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint>

For other stakeholders:

- Information about the process and information you should provide is available here: <https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

- **The Overseas Student Ombudsman (OSO)**

International students may complain to the OSO if their complaint is in relation to AHSI:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.

If you believe we have failed to act or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with AHSI.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

Records of complaints and appeals

AHSI will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes in the Complaints and Appeals Register, which will be securely stored with all organisational compliance documentation and records

Continuous improvement

This policy and procedure are reviewed regularly as part of AHSI's Compliance Program.

AHSI will amend this policy when an improvement is identified. Any changes are distributed to every person who is applying for enrolment, existing students, staff and other stakeholders of AHSI. Updated versions of this policy and procedure will be made available via Student Pre-Enrolment Information, Student Handbook and www.ahsi.edu.au/students

Staff Awareness and Training

All staff are trained in this policy and procedure as part of the staff induction program, reviewed annual as part of a professional development day and when changes to this policy and procedure is made through the next scheduled staff meeting.

Records of complaints and appeals

Australian Health and Science Institute (AHSI) will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

Publication

This policy and procedure will be published in the Student Handbook and on Australian Health and Science Institute (AHSI)'s website.

Enrolment status during complaints and appeals process

For domestic students, where a student chooses to access this policy and procedure, AHSI will maintain the student's enrolment while the complaints and appeals process is ongoing.

Except in cases of suspected serious misconduct, students must continue to attend classes. There may be some cases where it is considered more appropriate for the student to complete work outside of the classroom environment and this will be discussed with the student when the complaint or appeal is lodged.

For international students, AHSI will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether AHSI maintains the student's enrolment as follows:

- If the appeal is against AHSI's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported AHSI's decision to report.
- If the appeal is against AHSI's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, AHSI will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.
- For international students, maintaining the student's enrolment means not notifying the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within - 30 calendar days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

AHSI reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where AHSI is not permitted to do so by law.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout the course.

We also welcome feedback from you at any time by email to ceo@ahsi.edu.au or contact 02 9015 1513 to arrange an appointment with a Student Support or Manager.