



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 in Australia.

With our modern training facilities and experienced staff, the student will experience hands on training delivered in classroom and college student laboratory as well as in real workplace settings.

Upon successful completion of our courses, these valuable 'real life' experiences will prepare each student to become industry ready. Highly professional trainers, 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 create graduates that will cater for the needs of the sector 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.

In the future, AHSI will also introduce science based courses, to prepare students for the jobs of the future in science, in the IT, cybersecurity and AI domains.

AHSI prides itself in having adopted a culture of quality based on three main pillars:

- World best governance
- Academic excellence and research
- Modern campus and learning resources

AHSI's mission:

AHSI gives our students the education, training and skills for the jobs of the future.

AHSI's vision:

To create a skilled global workforce of choice.

AHSI's principles:

- Ethical in all we do
- Creating the workforce of the future
- Quality person-centred approach
- Embracing all cultures and nationalities
- Social support for our students

Australian Health and Science Institute (AHSI) is your pathway to the global workforce of the future.

Recurrent themes in AHSI's philosophy are the Quality (In everything we do, think, or perform every day), Humanity (Commitment for a better, more tolerant society for all) and Sustainability (Looking after planet Earth as individuals and as a community)

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?

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 become 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

The purpose of this handbook is to provide you with all the information 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 1 130 Main St

Blacktown

Tel: +61288066777

Email: info@ahsi.edu.au

Web: <https://ahsi.edu.au>



AHSI is located within 5 minutes walking distance from the Blacktown Train station marked with T on the map (top left hand corner).

Contact information

Mrs Monica Schlesinger (Director, PEO and CEO)

Email: ceo@ahsi.edu.au

Tel: +61288066777

Student Support officer

Email: info@ahsi.edu.au

Tel: +61288066777

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 Blacktown:

Blacktown Family Medical Centre

1/117-119 Main St Blacktown NSW 2148

Phone: (02) 9671 8500

Located across the Main St road from the college

Eastbrooke Blacktown GP Super Clinic

112 Main St Blacktown NSW 2148

Phone: (02) 8834 0222

Located within 5 minutes of walking distance from the college

Appointments: eastbrooke.com.au

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 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](#)
- To access AHSI, you can use Trains on the Blacktown line – AHSI is located within 5 minutes of the train station.

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.

Courses offered by AHSI

AHSI's course offering as of the date of writing and issuing this version is as follows:

- CHC33015 - Certificate III in Individual Support (Disability) (only for Australian students)
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC43015 - Certificate IV in Ageing Support (only for Australian students)
- CHC43115 - Certificate IV in Disability
- CHC51015 - Diploma of Counselling
- CHC52015 - Diploma of Community Services
- CHC50113 - Diploma of Early Childhood Education and Care
- CHC53315 - Diploma of Mental Health

Enrolment process

To apply to enrol in a course, you must complete an Enrolment Form. Once you have decided what course you want to study, apply by following the application process as outlined in this handbook. You must complete an Application form available on the AHSI website. Most AHSI courses have entry requirements, which you will need to satisfy and provide the necessary documentary evidence (as indicated in the enrolment form) such as certified copies of qualifications, identification documents including your passport, previous education qualification and evidence of English Language proficiency (test undertaken in the last 3 years) such as IELTS, PTE, TOEFL or any other English test that is accepted by DHA:

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language/proficient-english>

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 an 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.

- NIB OSHC: www.nib.com.au/home/newtonib/overseasstudents
- 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

Your OSHC will help you pay for medical or hospital care you may need while you are 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 the AHSI electronic Confirmation of Enrolment/s (CoE), you are now eligible to apply for your student visa. 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:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Visa conditions

If you are granted a Student visa, you must abide by its conditions as mentioned in the Visa Grant Letter. The information is also available at:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

Failure to comply with these conditions may result in the cancellation of your student visa.

Conditions that you must abide by while studying with AHSI (but are not limited to) are:

- 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 & your next of kin Australian addresses and any subsequent changes of addresses within 5 days.
- Complete the course within the duration specified in the CoE.

Remain with the principal education provider (AHSI) for 6 months; if you wish to transfer to another institution you will need a letter of release from AHSI. Prior to considering such a change, you need to inform yourself about the requirements

for being deemed C (Competent) in the Units you undertook, as most of these Units have a workplacement component, which you must complete before being deemed Competent.

If AHSI extends the duration of any student's enrolment, AHSI must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

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 yourself 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 40 kilometres.

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

- Valid passport including a valid student visa.
- Your Confirmation of Enrolment (CoE).
- Health Insurance policy.
- 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 the documents in your carry-on luggage. Prior to departing for Australia, make copies that can be left behind with family and sent to you if they get lost.

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 any damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you 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, animal 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 any of the items 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

Getting from Sydney Airport to your accommodation

Airport Shuttle (REDY2GO)- REDY2GO has door-to-door shuttle services from Sydney Airport to your hotel or any place in the city: Sydney CBD (Central Business District), China Town, Mascot, The Rocks and many other 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 you require a Maxi taxi which can take 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 arranged by the college upon request made at the time of application for a cost of \$150.

Train- If your accommodation is close to a train station, the cheapest option to travel in Sydney from the airport is the train. In order to take the train you will need an Opal card, which you can purchase in the airport.

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 currency exchange outlets 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.
- Shared Accommodation- Living in a flat (apartment) or house with other students.
- Lease a house. You have the same legal rights as anybody else renting in Australia.

You can find housing information at the following websites:

- www.flatmatefinders.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 less than 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 Sydney 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:

- \$21,041 a year for the main student.
- \$7,362 a year for the student's partner.
- \$3,152 a year for the student's each dependent child.

If you are including any school-age children in your student visa, add a schooling-cost of at least \$8,296 per year for each child.

Health, fire and other emergencies

Emergencies

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

Australian 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 stay 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 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 the 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 in Australia until you have commenced your course with AHSI. Once your course has commenced, you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and up to 80 hours per fortnight when your course is **not in session**.

- Work that is part of your course workplacement is not included in the limit of 40 hours per fortnight.
- If you are doing voluntary, unpaid work, it is also 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).

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 23 October 2019, 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:

- \$21,041 a year for the main student.
- \$7,362 a year for the student's partner.
- \$3,152 a year for the student's every dependent child.

- \$8,296 a year for each child's annual school cost.

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

Equipment required for attending AHSI courses

In order to study with AHSI, you will need to have a laptop which you must bring to the college every time you attend courses.

AHSI provides free Wi-Fi for use in the classroom. YouTube use for entertainment is not allowed on the premises and at the expense of the college.

AHSI has 8 spare Desktop PCs, which can be used in cases of emergency when students forget their laptop.

Video surveillance and Biometric data

AHSI uses video surveillance in all the classrooms. This is to protect students, to monitor student engagement in the classroom and also as a condition set by its insurance provider. to have video surveillance.

AHSI will maintain the records of footage taken by cameras and can use this in scenarios of student or Trainer and Assessor complaints.

To better monitor the student and staff attendance, AHSI has introduced biometric data capture (finger print or face recognition) and will use this to record the exact time is student arrives at the campus or leaves the campus. The attendance evidence is backed up by the Roll call taken by Trainers and Assessors on a two hourly slots basis.

All students will be asked to sign a form that explains clearly the use of such data, the security with which it must be kept and who has access to this data.

The evidence is kept and monitored to ensure students attend a minimum of 80% of their classes.

The video surveillance or biometric data capture on premises other than AHSI (workplacement facilities, venues for conferences, venues for other events) differs from venue to venue and can be advised before attending such events.

USI (Unique Student ID)

All student must acquire a Unique Student ID before starting courses with AHSI.

Please apply to <https://www.usi.gov.au/> and advise AHSI when you have obtained one. Alternatively you can give AHSI permission to apply for a USI on your behalf using the form you will be given at Orientation time.

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 laboratory

- 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 professional associations

Care for the college property

While you are studying with AHSI, you are required to take care of the AHSI property and resources and notify the AHSI staff of any damage you see.

AHSI will also not tolerate the destruction or theft of college property. Students are expected to act responsibly while on college premises. If any college property is found damaged or stolen, and evidence shows that a student was responsible for this damage, the responsible student will be charged for the damage. Students are also not permitted to move items, furniture or resources from the room without permission. For malicious damage, the student will pay a fee of \$1,000 or the price of the item damaged for each incident, whichever is higher.

AHSI has video cameras on its premises, as required under its insurance policy and staff will find the evidence required in case of damage.

AHSI management may choose to report the student who damaged property to the Police and DHA and adequate action will be taken in case of malicious damage.

Dress code

The dress code at AHSI depends on the specific circumstances of the activity undertaken. It is important that in all situations you come to college or venue chosen for the activity with clean clothes and respect hygiene rules.

Please consider that you have undertaken a course that will lead to you becoming a future healthcare professional and dress and behave accordingly.

Dress code during classes:

- Wear comfortable shoes suitable for the season. Flip-flops (thongs) are not allowed, due to concerns in the case of a fire evacuation.
- Wear comfortable clothes, that one would expect to wear in a class environment. This means neat, clean, casual attire.
- The type of clothes you could wear: Women- T-shirt and trousers, or shorts, blouse and skirt, dress that do not display offensive language and/or image. Men – T-shirt and trousers.
- Please take into account that you will be tomorrow's healthcare professionals and dress accordingly.

Dress code during laboratory classes:

- Wear enclosed comfortable shoes
- Short nails and if you have long hair it must be tied so that it does not interfere or get caught in the devices you will be using

Dress code during workplacement:

- The workplacement activities may require stricter rules than the class rules: i.e. no shorts or revealing tops.
- Nails cut short

- The facility may require that you wear the AHSI uniform
- Enclosed shoes
- Some facilities may require that you wear the AHSI badge

Dress code during religious understanding events:

- AHSI offers quarterly events that facilitate a religious understanding, linked to the Working with diverse people (CHCDIV001), which is undertaken for all qualifications at AHSI.
- The dress code for these events is stricter than all other codes and may include: covering your head with a scarf if visiting a mosque, taking the shoes off when visiting a Hindu temple, no short sleeves, no revealing tops, etc
- Enclosed shoes
- Any other requirements mandated by the specific facility, place of worship or organisation
- Make-up kept to a minimum

Dress code during conferences and lectures with invited guests:

- AHSI organises special guest events with either the Academic Board or Board of Directors members
- AHSI also sponsors students to participate in industry conferences, tradeshow and events
- The dress code must be professional; no shorts or short skirts are allowed, no revealing tops and make-up kept to a minimum

Fees and charges

An enrolment fee of \$300 applies to all our courses. This fee is due at the time of accepting your Letter of Offer.

A Material fee is payable at the commencement of the course you are enrolling in with AHSI. This fee covers a uniform, name badge, student laboratory products, some educational trips, some of the events and special training and classes. For some of the courses, the Material fee covers the textbooks.

You can find up to date fees and charges information by visiting our website www.ahsi.edu.au.

Method of Payments

You can pay your fees by the following methods:

- Electronic Bank transfer,
- Cash or Bank Cheque,
- CreditCard-MasterCard 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 student ID and name as a reference when transferring your fees.

All fees and charges will be outlined in the Letter of Offer showing the due dates for each payment. You can pay your fees using the methods described above and indicate the method of payment. All prepaid fees are protected in line with the requirements of the VET Quality Framework which 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 the Tuition Fees Protection Service (TPS) and Australia's consumer protection laws.

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

Any optional textbooks or materials that may be recommended but are not required for completion of the course are not included in the course fees.

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 only. For the units you were deemed NYC (not yet competent), you will be required to re-sit the part of the course that the assessment relates to and pay a re-sitting fee. Re-sitting 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 7 days of the due date mentioned in your Offer letter. It is important that you pay your fees on time to maintain your enrolment. If you are unable to make the payments, you must contact us at info@ahsi.edu.au immediately and book an appointment with the Student Support officer or Principal Executive Officer.

Additional charges

AHSI has the following of additional charges:

Application Fee (also known as Enrolment Fee)	\$300
Change of COE	\$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 (for each week you are late in your payment)	\$200
Deferment of Enrolment	\$150
Re-Assessment of the unit (within 28 days)	\$200
Late Submission Fee for each week following the due date	\$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
First Aid Course – provided by a Third party (variable price up to \$125)	\$125

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.

Students have the right to obtain a refund for services not provided by AHSI in the event the:

- Arrangement is terminated early, or
- AHSI fails to provide the agreed services, or
- Other situations as set out below

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

Provider obligation period

- Under section 46D of the ESOS Act, AHSI has 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to the student as set out in the section.

- If AHSI fails to discharge its 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, AHSI has 7 days after the end of its obligation period to give notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F.
- If AHSI does not meet its 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 part (the lesser of 5% of the amount of course fees received by AHSI or \$500)
Tuition Fees	
Visa refused prior to course commencement	Full refund
Withdrawal at least 10 weeks prior to the agreed start date	90% refund
Withdrawal at least 5 weeks prior to the agreed start date	70% refund
Withdrawal less than 4 weeks prior to the 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 the 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 terms and conditions
Airport Pick-up	Full Refund if service cancelled 5 days prior to flight arrival
Assessment of RPL	Up to \$500/unit

Work placement component for online courses	Varies from course to course
Penalty for lack of preparedness for Workplacement. Applies to: <ul style="list-style-type: none"> - Going to WP without a valid police clearance - Going to WP without a valid Working with children certificate - Not turning up to the workplacement facility without a medical reason (substantiated by Medical certificate) when the WP was organised by AHSI 	\$300

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 lesser of 5% of the amount of course fees received by AHSI or \$500, is not refundable.

Refund Calculations

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

- The non-refundable part of the initial deposit;
- 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. A 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 the 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 Consumer Law.

Deferral of Commencement: The Enrolment Fee has a non-refundable part, 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 reason for the suspension of studies will attract 10% term fees.

Cancellation of Enrolment

- If a student visa is rejected, the total amount paid minus the application fee will be refunded upon proof of visa rejection from DHA.
- If a non shore student withdraws or cancels the course after commencement due to visa rejection, the unused tuition fee will be refunded minus the enrolment fee and the cancellation fee of \$500.
- Refunds only apply 4 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 28 days of the refund form received (if the refund application is approved).

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 (in a course where you were deemed Competent) 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.

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.

AHSI will not award any course credits when you have been deemed NYC (Not yet competent) in units you studied with other providers.

In line with its pursuit of academic quality and ASQA regulated academic progress, students may still be asked to attend classes if the unit is being delivered during their enrolment with AHSI and if the Trainer notices a gap in the student's knowledge, AHSI will organise appropriate support.

If you wish to have units considered for Credit transfer, you must advise the Admissions officer during the Orientation, tick the respective box in the Enrolment form and the Offer letter. The Credit transfer form must be filled in within 28 days of your course commencement with AHSI.

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. You may need to gather a portfolio of evidence if you worked in the specific sector before, third party references, etc.

An Assessor will also be available to assist you. You may be tested on your knowledge and competency. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

Should you not be able to demonstrate sufficient knowledge and experience in the Units you have already been deemed Competent by another provider, AHSI will not award the RPL.

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

If you wish to have units considered for RPL, you must advise the Admissions officer during the Orientation, tick the respective box in the Enrolment form and the Offer letter. The RPL form must be filled in at Orientation time or prior, and this will have additional charges.

AHSI course delivery and assessment methods

The training and assessment offered by AHSI focus 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 are required in the workplace.

AHSI has a responsibility for the developing, implementing, monitoring and evaluating quality training and assessment strategies and practices that meet training package and VET accredited course requirements in compliance with the Standards set by ASQA.

AHSI has a responsibility for the quality of training and assessment in compliance with the Standards and takes this responsibility seriously. This has been implemented by the governance structure (accountability to the Board of Directors and Academic Board), adoption of a quality management system based on the Kaizen methodology (continuous improvements), researching and applying industry trends and implementation of recommendations from Students’ quarterly surveys.

Assessments can be submitted only online. Students receive their feedback from the trainers online or through class or one-on-one feedback discussions. Support is provided by the trainers online through email, live classes and via the telephone.

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 Summative assessments at the end of each Unit of competency, which consist of written assignments and Formative assessments which can be done during class projects, group activities, class tutorials and practical demonstrations.

Example of formative assessments you will need to undertake:

- Work Observation
- Personal Journal
- Short Questions
- Case Studies/Scenarios
- Research Activities
- Portfolio of Work
- Demonstration
- Role Playing
- Practical Exercises
- Group Activities
- Written assessments

The Summative written assessments can be submitted only online. Students receive their feedback from the trainers online or through class or one-on-one feedback discussions. Support is provided by the trainers online through email, live classes and via the telephone.

Students will be provided with:

- Induction pack comprised of this Student Handbook and an Orientation PowerPoint presentation
- Student Assessment Booklets for each unit
- Login for the Learning Management System used by AHSI (Moodle), where you can access PowerPoint presentations, handouts and reference materials
- Access to Library
- Free Microsoft Office access (web based licence)
- Materials necessary for class special projects and activities organised by AHSI

A distinctive advantage students have when studying at AHSI is the additional knowledge they acquire about industry trends, specific characteristics of the Australian Healthcare space and cross-professional cooperation.

The CEO/PEO of AHSI has significant experience in the Healthcare space and has been sitting on a number of Medical Boards of Directors and Clinical advisory Committees. The experience of the CEO/PEO spans Primary Care, Health Informatics (ehealth), Standards for Primary Care, Clinical Radiology, Hospital PAS systems, etc.

Students have weekly discussions with the CEO/PEO about the trends and important challenges of the Healthcare space, undertake projects that will help them better integrate in the workplacement or work environment and also learn about the sustainability challenges we all face.

Additionally, the members of the Academic Board and Board of Directors are recognised Leaders in the Healthcare industry or science and governance. Students will have the opportunity to meet them quarterly and discuss success factors and what it takes to succeed in the Healthcare domain.

They are frequent speakers at conferences and events and the top achievers are sponsored by AHSI to participate and learn side by side with industry professionals.

Reasonable adjustments in assessments

Some students may need modifications to assessments. This is called reasonable adjustment. The reasonable adjustment can involve:

- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements without creating an unfair advantage for the student concerned
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.
- Rephrasing questions if students do not understand the question

Submitting your assessments

Students must submit written assessment (Summative assessments) 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.

AHSI will not allow students to submit assessments unless they attended 50% of the classes at a minimum.

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.

Student laboratory

AHSI has created a simulated student laboratory on their premises. The laboratory is run by Trainers or a Laboratory assistant 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 may be required to wear their AHSI uniform on laboratory days and make sure that it is clean. The cost of a student's uniform is included in resource fee. During practicals/demonstrations nails need to be kept short, clean and tidy, perfume and aftershave are 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 Laboratory, therefore they must be punctual and be fully aware of their personal hygiene and presentation as it reflects AHSI and their own professionalism.

All the requirements for the dress code in different situations (classroom, laboratory, workplacement, special events, religious understanding events, conferences, meeting with external guests, etc) are detailed in the Dress code policy which will be made available at the Orientation time.

Student workplacement facility

AHSI has put in place a number of workplacement agreements with Healthcare, Community Services and Early Childcare service providers. Students will be offered these placements to learn practical aspects of working in the respective industry or sector.

The expectations and behaviour on the premises of these providers will be outlined in a separate agreement, called the Tripartite agreement.

In order for students to benefit from a workplace, they will need to attend 70% of the classes (at a minimum) and be deemed Competent in their Assessments.

Students must attend the entire Workplace component of their study, as make-up classes may not be available unless special circumstances occur.

AHSI has a number of conditions Students must abide by before being accepted for a Workplace, which include but are not limited to:

- NDIS certificate (following the completion of the online module)
- HHA certificate (following the completion of the online module)
- Police clearance certificate
- Working with children certificate
- Red card (vaccinations up to date according to Australian healthcare requirements)
- First aid course certificate – this may incur an additional fee to the fees listed
- Other study requirements (units that must have been completed) – please discuss the course by course requirements with the Compliance and Risk Manager

Some of these requirements may incur an additional cost payable to the respective organisation.

Failure to turn up to the workplace facility without these documents without prior approval will attract a penalty. Failure to turn up to the workplace facility without a valid medical reason will also incur a penalty when the workplace was organised by AHSI.

In certain circumstances, you may apply to AHSI to choose or find your own workplace facility. In all such cases, a contract between AHSI and the new provider must be in place before you start your workplace.

Referencing

The referencing style used at AHSI is the Harvard style. If you are using a quote or have sourced information that is not your own work then use the following style.

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:

- The website name, (Year published). *Page title*. [online] Available at: URL [Accessed DayMo. Year].

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

Plagiarism, cheating and collusion

AHSI has a zero tolerance policy for plagiarism, cheating and collusion. 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, 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 take disciplinary action which is likely to require you to re-sit the assessment.

Your Trainers will compare the level of your spoken and written English demonstrated in class with the level in your Assignments submitted online. If they feel there is a substantive difference, you may be asked to re-sit the Assignment in classroom conditions with an AHSI staff being present (invigilator). AHSI will not allow Contract cheating (term given to commissioning of work to other individuals and presenting it as their own).

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

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:

- Necessary IT skills to submit assignments and work online
- Free courses in presentation and public speaking run by the AHSI trainers on a quarterly basis.
- A quarterly Referencing course is run by AHSI to teach students how to reference properly.
- Resume preparation and Interview short courses
- 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 (AHSI requires however that you bring your own laptop, as the Library has 8 Desktop PCs to be used in an emergency when a student has forgotten the laptop).

- Interpretation and understanding of the learning content or assessment activities.
- Preparation for practical skills assessment.
- Free make-up classes on request (reasonable situations where the student could not attend due to illness or serious misfortune, which must be documented or have evidence presented)
- The application of knowledge and skills in the student laboratory under the guidance of a professional supervisor.

Where additional support needs have been identified an Individual Support Plan will be developed; this 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 which do not compromise the quality of the assessment

The 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 Course Coordinator, Compliance and Risk Manager and the Student Counsellor. Contact us at any time on 02 8806 6777 or student.support@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. In a limited number of cases, AHSI may introduce you to potential employers in the Healthcare space.

AHSI has a student Counsellor, Mr Michael Schlesinger, who is on campus every week.

Contact us at 02 8806 6777 or info@ahsi.edu.au for details about welfare services you would like to be referred to.

External support services

1. Reading and Writing Hotline

Telephone: 1300 655 506

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

The Hotline can provide you with advice and a referral to one of the 1200 providers of courses in adult literacy and numeracy.

2. 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.

3. Legal Aid NSW

Telephone: 1300 888 529

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

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

4. 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.

5. International Student Legal Service NSW

Based in Redfern Legal Centre and provides free legal advice to international students. Advice is provided on an appointment basis on Wednesday nights and can be attended in person, via video link or over the phone.

Telephone: 02 9698 7645

6. 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.

7. ReachOut

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.

8. 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 impartially and may recommend that your provider changes a decision or an action: <http://www.ombudsman.gov.au/about/overseas-students/international-students>

9. Community based organisations

- There are many community based organisations that can help you improve your English skills and learn more about life and civilisation in Australia

Maintaining your enrolment and course progress

You must meet the 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 recommendations for English courses. 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 still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue to not meet course progress requirements in two consecutive study periods, you will be reported to DHA for not meeting course progress requirements. DHA 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 DHA. 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 which has impacted on the student's studies.
- A distressing experience that 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.
- 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 100% of all practical assessments, workplacements and demonstrations, as

make up classes may not be available. In order to become Competent in most Units, you must complete the workplacement component.

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 we enact 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 DHA. DHA 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 policy

This Policy covers a number of scenarios:

Initiated by the Student:

- The Deferment of Enrolment prior to commencement of the course
- Deferment of enrolment after commencement of the course (during the studies)
- Course withdrawal

Initiated by AHSI:

- Deferment or suspension
- Cancellation of the CoE (Confirmation of Enrolment)

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

Definitions:

To defer or suspend enrolment means to temporarily put studies on hold.

Deferment or Deferral is defined as postponement of the commencement of enrolment or suspension if the student already commenced the course.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact AHSI because of circumstances such beyond his/her control.

Cancellation is where the Student's CoE (Confirmation of Enrolment) is cancelled. This can be initiated voluntarily by the Student or by AHSI for a reason.

Deferment or cancellations initiated by the Student

Deferment or Cancellations initiated by Students can occur only in certain circumstances, on grounds of compassionate or compelling circumstances. Compelling or compassionate circumstances may include, but are not limited to:

Serious illness

Serious illness or death of a family member necessitating a return to the student's home country or incapacitates the student to the extent the student cannot attend classes.

Serious injury

Serious injury that can incapacitate the student or a close family member necessitating either hospitalisation or impossibility to come back to the campus or workplacement provider

Natural disaster

A natural disaster may influence the student's capacity to return to the campus or workplacement provider.

In all cases, the Student must fill in the required Deferment, Cancellation and Suspension form or the Withdrawal Form) and provide the evidence substantiating the request.

Deferment or cancellations initiated by AHSI

AHSI may initiate the Deferment or Cancellation of a Student's enrolment for a number of reasons connected to:

- poor attendance
- misbehaviour
- illness and lack of communication with AHSI
- unsatisfactory course progress
- abandonment of studies
- non payment of fees (note that AHSI offers payment plans to students who struggle to pay on time)
- academic misconduct (plagiarism, contract cheating)

Any of the following reasons will lead to cancellation of enrolment and notice given by AHSI to the Department of Home Affairs (DHA), which leads to cancellation of their visa.

AHSI will maintain evidence substantiating the reason for such a decision.

Appeals to the decisions made by AHSI can be made using the Cancellation and Appeals Policy and Form.

Please refer to the following procedures on the AHSI website:

- Defer Enrolment form
- Notice of Course Withdrawal form

AND/OR

- Deferment Cancellation Suspension Procedure (for existing students – please email admin@ahsi.edu.au)

Medical Certificate Requirement

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 otherwise).

If you are unwell and unable to attend classes, you should visit a General Practitioner and ask for a Medical Certificate. The Certificate must specify the dates and duration of your absence from studies due to the need to recover from the illness.

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 the 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 should 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 the Student Support officer either in person or by scanned copy via email
- Keep copies of your medical certificates in the event DHA must be notified
- Contact the Student Support officer as soon as you can about your condition and absence to discuss options available to you
- Request from the Student Support officer your current attendance status due to the missed classes from illness
- Talk to the Student Support officer to assist in booking in for make-up classes as soon as is practicable
- Never wait till the end of the 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 that 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 the Student Support officer 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 to request for deferral of studies, then AHSI must fulfil its obligation to report to DHA.

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

Please feel free to seek advice from the Student Support officer 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 enrolment status with AHSI 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 DHA web site (<https://www.homeaffairs.gov.au/>) or Helpline (131 881) for information and their local DHA 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 DHA via the DHA 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 the 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 course 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 that 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 onto AHSI 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 AHSI learning or assessment materials or their student portal login details to another any other individual or entity apart from AHSI
- Treat all others and their property with respect.
- Understand and respect that the language of teaching is English and not make comments, be disruptive or make disparaging comments in English or another language about the lecturer, trainer, assessor or about other colleagues

- Understand and respect that AHSI has students from a variety of countries and speaking in any language other than English while on the college premises can offend other students and staff and can be treated as bullying and discrimination.
- Leave the AHSI premises if requested by a Trainer or AHSI staff member after being disruptive, speaking in a language other than English or disturbing other colleagues while doing team assignments
- 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 onto AHSI premises any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change within 3 days of the change.
- Provide relevant and accurate information to AHSI in a timely manner.
- Approach their course with personal commitment and integrity.
- Bring a laptop or tablet to the AHSI campus each time they attend classes; AHSI has 8 desktop computers for occasions when a student has forgotten his/her laptop or tablet device.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing one's copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed coversheet.
- 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. All payments will be made to the designated Office Manager or any person the Office Manager will advise. No payments can be made to trainers, assessors or any other staff member of AHSI.
- For international students, comply with their student visa requirements under the ESOS Act.

Student laboratory code of conduct

When working in the Student Laboratory students are expected to:

- Wear AHSI College uniform (if provided), name badge, black or navy-blue pants and closed shoes (not runners).
- Be ON TIME for the agreed laboratory hours.
- Perform all duties and tasks as directed by the Laboratory Assistant or Trainer.

Student workplace code of conduct

AHSI has a number of conditions Students must abide by before being accepted for a Workplacement, which include but are not limited to:

- NDIS certificate (following the completion of the online module)
- HHA certificate (following the completion of the online module)
- Police clearance certificate
- Working with children certificate

- Red card (vaccinations up to date according to Australian healthcare requirements)
- First aid course certificate – this may incur an additional fee to the fees listed
- Other study requirements (units that must have been completed) – please discuss the course by course requirements with the Compliance and Risk Manager

Some of these requirements may incur an additional cost payable to the respective organisation.

When working on the premises of the Workplacement provider & partner of AHSI, students are expected to:

- Wear AHSI College uniform (if provided & if requested/allowed by the workplacement provider), name badge, black or navy-blue pants and closed shoes (not runners). Please note that some of the Disability services providers will require students to come in their usual clothes so as not to overshadow their participants/clients in the activities undertaken.
- Be ON TIME for the agreed workplacement hours.
- Perform all duties and tasks as directed by the Workplacement Supervisor, AHSI Compliance and Risk Manager or AHSI Trainer.
- Sign the Tripartite Agreement between the Student, AHSI and the Workplacement provider prior to commencing the workplacement, which will be provided upon being accepted as a Student of AHSI.

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 provide 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).
- Respect and do not damage the property of AHSI and report immediately to the Office Manager if you notice that one of your colleagues has damaged any item that belongs to AHSI or to any student.
- Report if you see any damage to the property of AHSI to the Office Manager

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, speaking in another language that other colleagues don't understand. The only language accepted on the premises of the college is English. If you do not respect this rule you may be asked by a Trainer or Staff member to leave the college premises and you will be marked as absent.

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 the steps instructed below:

- 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 Privacy Act 1988 and its National Privacy Principles, 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 also disclose your personal information to the Workplacement organisations that AHSI has partnered with to provide you with workplacement opportunities.
- 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 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 officer 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 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 AHSI 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 are fair, objective and accessible.

AHSI will respond to any complaint made by a student, whether overseas/international student or local student.

In the case of overseas students, AHSI responds to any complaints or appeal the overseas student makes regarding his or her dealings with the registered provider, the registered provider's education agents or any related party the registered provider has an arrangement with to deliver the overseas student's course or related services.

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 within 5 (five) business days of the outcome.

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

Separate registers are kept of both complaints and appeals; they are reviewed on a regular basis with a summary report produced bi-monthly and tabled to the Academic Board for consideration and discussion.

Procedure

During student orientation, the Student Support officer 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, contains details of the complaints and appeals process. The student will also be informed about the complaints and appeals policy and the 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 PEO (Principal Executive Officer) is responsible for ensuring that all management staff, the Student Support officer, marketing staff and trainers and assessors are aware of the policies and procedures for complaints and appeals. The provision of information about the complaints and appeals process is part of an important aspect of the induction process for new members of staff.

Informal complaint and resolution

Students who wish to make a complaint about an aspect of AHSI's service or a decision made by AHSI are encouraged to initially engage in an 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 officer or the PEO (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.

Lodging a formal complaint

If a student has complained about an issue informally and did not get a satisfactory and fair resolution, the student can lodge a formal complaint by using the AHSI complaint form, available from the Student Support officer or www.ahsi.edu.au/students.

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

Students may be provided with support in completing the complaint and appeals form if needed.

Acknowledging the receipt of a formal complaint

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

Acting on a formal complaint (Complaint process)

The Student Support Officer will forward the complaint received within 2 business days to the person in charge of the area that is the subject of the complaint.

For example:

- If the complaint is about a trainer, the complaint will be forwarded to the PEO, who is in charge of the Trainers.
- If the complaint is about resources (course materials, access to Moodle, materials for projects or practical activities), this should be directed to the Trainer in charge of the class the student is enrolled in; if the Trainer cannot act on this, the complaint will be directed to the PEO.
- If the complaint is about the facilities or a deficiency in the facilities offered by AHSI, the complaint will be directed to the Principal Executive Officer.
- If the complaint is about another student, the complaint should be addressed to the Trainer or Assessor
- If the complaint is about a Third party (including workplacement facility or staff), the complaint should be addressed to the PEO.
- If the complaint is about a staff member, the complaint should be directed to the manager of the staff, who is:
 - PEO (Principal executive officer) – in charge of all Trainers
 - PEO (Principal executive officer) - if the complaint is about the Student Support officer
 - PEO (Principal executive officer) – complaint about any other manager mentioned above

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

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

Examples of reasons for complaints

A formal complaint can and should be made when:

- a student claims to be unfairly treated by fellow students or staff;
 - a student claims to be unfairly treated and in breach of the AHSI Policies and Procedures;
 - a student claims a disadvantage because the trainer did not provide a subject outline;
 - a student claims a disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
 - a student claims a disadvantage because the assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her and not applied to other students;
 - a student is of the view that a clerical error has occurred in the documenting of the assessment outcome; and
 - a student claims that there is a discrepancy between the practical observation of formative assessments or role playing and the comments documented by the trainer following such observation.
-
- Complaint about trainers and assessors, and other staff
 - Complaint about a third party providing services on AHSI's behalf, its trainers, assessors or other staff or
 - Complaint about another student (learner) of AHSI

Lodging an appeal

If a student disagrees with a decision made by AHSI Manager (Trainer, Student Support officer, Compliance and Risk Manager), the student may lodge a formal appeal. The appeal should be submitted through the Student Support officer 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 and directed to the PEO (Principal Executive Officer).

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.

The PEO will investigate the matter and discuss with the student. If the student considers the outcome is unfair, the student may request to have the matter heard and reconsidered by the Academic Board

Lodging a second appeal

A student who is dissatisfied with the resolution of the complaint and considers such resolution unfair will submit a request to the PEO to have the matter heard by the AHSI Academic Board. This is treated as the second appeal. As meetings of the AHSI Academic Board are scheduled bi-monthly, the matter will be considered at the next Academic Board meeting. If the matter is urgent, at the request of the student, the PEO will send the second appeal to the Academic Board via email within 3 business days of being lodged.

Processing the second appeal

The AHSI Academic Board will consider the second appeal within 5 business days of receiving the second appeal and will advise the student of the outcome. This outcome is final and there is no further escalation path for the student.

The student making the complaint or appeal may be provided with the opportunity to formally present their case to the AHSI Academic Board if the members of the Academic Board wish to discuss the complaint.

The Academic Board will consider the complaint and issue an outcome to the student in writing via email. The written outcome will include details of the reasons for the outcome.

If the student believes the outcome is unfair and wishes to take the matter further, he or she may contact an external party, using the contacts given below in the External complaints avenues section.

AHSI will complete all steps described above within 60 business days of the complaint being lodged with weekly updates once the appeal has been lodged. If the student is requested to provide further evidence and this evidence is not forthcoming within 3 business days of being requested, this may delay the outcome.

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 with the notification to DHA.

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 handed down by AHSI, the student may wish to escalate the matter to one of the government authorities listed below. Generally these External agencies will not consider a complaint unless the internal complaint and appeal process has taken its course.

- **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, from 8am to 6pm nationally.
- **Email:** ntch@education.gov.au

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

Complainants may also complain to AHSI's registering body, the Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about AHSI in relation to:

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

For students:

- ASQA may not be able to investigate a 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 is given to the student by the education agent through which the student came to AHSI .
- 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 in your written agreement with AHSI.

The OSO may not be able to investigate your complaint if you have not already exhausted the AHSI 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

AHSI has adopted a Quality Management System based on the Kaizen methodology, which is based on small continuous improvements that take place all the time. Staff and management are empowered to make such improvements in a formalised way using the Kaizen Gazette and the Improvements register.

AHSI welcomes suggestions from students, staff and stakeholders in its quest to offer high quality education and academic and practical experiences to its students.

AHSI is running student surveys on a quarterly basis and implements all suggestions that do not contravene ASQA rules or that would diminish the quality of the academic outcome.

Staff Awareness and Training in the Complaints and Appeals policy

All staff is trained in the Complaints and appeals policy and procedures as part of the staff induction program; the policy is reviewed on a 3 year cycle of review. Staff acknowledges and signs on the Checklist form, which ensures the details of the policy and associated process are well understood and will be respected and followed.

Records of complaints and appeals

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 the 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 of your course or withdrawal from the course and payment of final fees, AHSI 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 in the case of withdrawal.

AHSI reserves the right to withhold 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 8806 6777 to arrange an appointment with the Student Support officer or AHSI Management.

Once a Term (every 3 months) AHSI will conduct a survey seeking students' opinion about trainers, resources, new ideas and ways to improve the AHSI student experience. The feedback will be used to improve all aspects of the AHSI students experience as part of the AHSI Quality management system framework based on the Kaizen methodology.

Version Control

Date	Version	Author	Changes
05/19	1.0	M Schlesinger	Initial version
18/12/19	3.0	M Schlesinger	Added version control
21/12/19	4.0	M Schlesinger	Corrected many sections and added the students obligation to bring a laptop/tablet to the campus
27/12/19	4.1	MS & RJ	Discussed all changes and approved them
29/12/19	4.2	MS	Finalising all changes to reflect recommendations of 360RTO audit Fixed up the Student complaints policy description and procedures. Also role of the AB.
31/12/19	4.3	MS	Incorporated internal audit recommendations
01/01/20	4.4	MS	Incorporated video and biometric data surveillance
03/01/20	4.5	MS	Addition of quality obligations
09/01/20	4.6	MS	Strengthened the student attendance rule
10/01/20	4.7	MS	Minor correction to link to study in Australia, addition of \$100 re-issuance of certif. fee, refund for materials \$0 and English test validity 3->2 year correction
25/02/2020	4.8	MS & Shayma	Clarified that students need to sit in class while the Unit for which they have credit is taught. If the trainer notices a gap, AHSI will provide support
11/05/2020	4.9	MS & Navneet	Corrected/clarified the non-refundable portion of the initial deposit
12/05/2020	4.10	MS	Deleted unnecessary references
06/06/2020	5.0	MS & NK	Changed and augmented the Deferment cancellation and suspension policy
28/08/2020	5.2	MS & SS	Addressed scope of practice issue

STUDENT DECLARATION

I, _____ declare that I have been provided this copy of the Australian Health & Science Institute's Student Handbook as part of the information provided to me as part of the overall orientation kit at the commencement of my course.

I further declare that during my course orientation I was taken through this handbook and each section explained to me and I was provided with opportunities to ask questions and clarify information.

I agree unreservedly to all the conditions and requirements set out in this document and understand the consequences of breaching any of these conditions and requirements.

I further declare that I have been notified and agreed to abide by any changes to the Student Handbook throughout my entire study period with AHSI. I understand that the Student Handbook is available for download on the AHSI website.

Name of Student: _____

Student Signature: _____

Date: _____