AUSTRALIAN
HEALTH AND SCIENCE INSTITUTE
RTO: 40185 CRICOS: 03222F

Student Handbook

International and Domestic Students

ABN: 18 113 249 175 | RTO No: 40185| CRICOS Provider No: 03222F

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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 to 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.
AHSI also has science based courses, which 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)

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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.

Locations

Australian Health and Science Institute (AHSI) has two locations:

Blacktown Campus

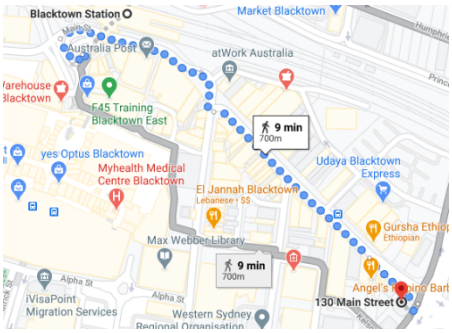
Level 1 130 Main St

Blacktown NSW 2148

Tel: +6 12 88066777

Email: admissions@ahsi.edu.au

Web: https://ahsi.edu.au



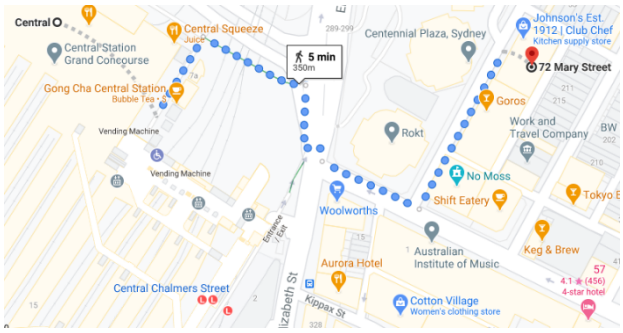
The Blacktown campus is located within 9 minutes walking distance from the Blacktown Train station marked with T on the map (top left hand corner).

Lithgow Campus

The Lithgow campus is currently closed, to be reopened at a future date.

City Campus

The city campus is currently closed, to be reopened at a future date.



Contact information

Please NOTE that all enquiries, complaints or suggestions from students must be in writing. This way, AHSI staff will be able to give you the appropriate information and alleviate communication misunderstandings. The only exception that applies to this rule is if there is a physical emergency (you are ill, fire, emergency evacuation, etc). In the case of an emergency, the AHSI staff that was contacted or approached by the student must fill in an Incident report form.

Student Support officer

Email: admissions@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

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

Ochre Medical Centre Lithgow

136 Main St Lithgow NSW 2790

Phone: (02) 6352 5685

Located within 5 minutes of walking distance from the Lithgow campus

Website: ochrehealth.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.
- To access AHSI Lithgow, you can use the Trains on the BMT Line (Blue Mountains Line)

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, your rights and responsibilities as a student. 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 on the AHSI website (https://ahsi.edu.au). Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a later intake.

Courses offered by AHSI

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

- General English Course
- CHC33021 - Certificate III in Individual Support (Ageing and Disability)
- CHC43015 - Certificate IV in Ageing Support
- CHC43315- Certificate IV in Mental Health
- CHC30125 - Certificate III in Early Childhood Education and Care

- UEE30820- Certificate III in Electrotechnology Electrician
- CPC30220 Certificate III in Carpentry
- UEE40620- Certificate IV in Electrotechnology - Systems Electrician
- ICT50220- Diploma of Information Technology
- UEE50420 Diploma of Electrical Engineering
- CHC51015 - Diploma of Counselling
- CHC52021 - Diploma of Community Services
- CHC52025 Diploma of Community Services
- CHC53315 - Diploma of Mental Health
- CHC50125- Diploma of Early Childhood Education and Care
- BSB80120 – Graduate Diploma of Management (Learning)
- UEE62122-Advanced Diploma of Engineering Technology – Electrical
- ICT60220- Advanced Diploma of Information Technology
- CHCSS00114 Entry into Care Roles Skills Set
- BSBSS00094 - Cyber Security Awareness Skill Set
- Individual Units of competency – HLTAID009, HLTAID011, HLTAID012, HLTHPS006, HLTHPS007 – for international & domestic students
- Over 300 other units for domestic students – implicit units of competency

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, you must apply by following the application process as outlined in this Student 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 for International students (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.

For the Certificate Courses, you must have at least 5.5 average in an IELTS test or the equivalent TOEFL iBT, PTE or equivalent. For the Diploma courses, you must have at least 6.0 average.

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
- 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 (international students only)

Once you receive the AHSI electronic Confirmation of Enrolment (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 (international students only)

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 Australian address & 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 a minimum of 12 months; if you wish to transfer to another institution you will need a letter of release from AHSI and submit a letter from the other institution stipulating that they have made you an offer of enrolment. AHSI may however not grant you a release letter earlier than 12 months, depending on your circumstances.

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

Arranging travel and documents to bring (international students only)

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 originals get lost.

Entry into Australia (international students only)

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 per pickup.

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 (international students only)

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 $150 per day per child
- Family day care- $5.50-$16.80 per hour per child dependent on geographical location and service.

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

For school children, current costs start from $ 13,502; 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 are estimated approximately to:

- $29,710 a year for the main student.
- $10,394 a year for the student's partner.
- $4,449 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 (international students only)

You cannot work in Australia until you have commenced your course with AHSI. Prior to accepting a work contract, you need to check the rules of your visa on the website of the Department of Immigration website (https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders). These rules may change depending on the profession and the latest decision of the department.

Please note that:

- Work that is part of your course workplacement is not included in the work you undertake.
- If you are doing voluntary, unpaid work, it is also not included in the limit set by the Department of immigration 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.

After 10 May 2024, 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:

- $29,710 a year for the main student.
- $10,394 a year for the student's partner.
- $4,449 a year for the student's every dependent child.
- $13,502 a year for each child's annual school cost.

The living costs may however vary between $21,000 to $27,000, depending on where you live. The inflation has risen in 2023/2024 by 4.35%. This raises the cost of living.

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

NOC - No Objection Certificate

Due to the high stakes and professional and ethical requirements of the professions for which AHSI teaches courses, you will be asked to participate in interviews at various stages of your enrolment:

- Pre-enrolment – you may be invited to an interview with the Principal Executive Officer (PEO)
- Before being assigned a workplacement
- If there are any issues, or complaints against you from trainers or AHSI staff or workplacement provider staff
- Duration a suspension or before being re-instated as a continuing student
- Before separation (through withdrawal or suspension/ cancellation of studies with AHSI) your status will be subject to the NoC – No objection Certificate.

The Certificate will be signed by the PEO and will allow you to either be enrolled, or continue to undertake a workplacement, or be re-instated as a student following a suspension or cancellation of enrolment.

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 or other channels/ websites use for entertainment is not allowed on the premises and at the expense of the college.

AHSI has a number spare Desktop PCs and laptops, 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 recordings of the 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, cases of theft or break-ins.

To better monitor the student and staff attendance, AHSI has introduced biometric data capture (finger print or face recognition) and may use this to record the exact time a 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 or entering other facilities.

Classes via zoom and status of the camera during online classes

AHSI must respect the provisions of the ESOS Act for all courses delivered to international students and the accreditation conditions mandated by CWA (Community Work Australia) for the Diploma of Community Services CHC52021and CHC52025

When classes are delivered via video or phone conferencing facilities (such as but not limited to zoom), the Trainers will request students to have their camera on and participate in the classroom, to ensure full participation. Failure to do so, will lead to Trainers giving a warning, which if not headed, will allow Trainers to disconnect the students and mark them absent.

Also, for the purpose of meeting ASQA requirements, ALL zoom classes will be recorded and kept safely by AHSI.

Whilst AHSI will conduct all classes face to face for International students, there may be occasions (such as the recent COVID19 pandemic and the associated lockdown periods) when AHSI will deliver the classes via zoom or other video conferencing channels.

AHSI may also allow students when they are sick or have compelling and compassionate circumstances, provided they justify their condition with a medical or misadventure certificate, to attend the class via zoom, even if the other students are being taught face to face. In all such cases, the student must switch the camera on, to allow the trainer to monitor and observe them during formative assessments and during teaching.

The exception to this rule are the Diploma of Community Services classes and all practical exercises and role plays for all other courses; these can only be taught face to face.

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. You will not be enrolled in classes without having your USI.

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:

- USI – you must provide your USI or apply for one before commencing studies with AHSI
- Police Clearance and Working with Children certificate – AHSI courses have a workplacement component which will take place on the premises of various healthcare services and child care providers. All these providers require you to have these certificates prior to commencement. Additionally, you must have your Red Card vaccination status (mandatory for all healthcare workers) which includes double vaccination against COVID19 and booster (if applicable).
- Introduce students to staff
- Facilities available and locations on campus
- Outline the course structure, duration, attendance
- Information about what is expected during student laboratory and/or workplacement facillity
- 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 which will take adequate action.

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/community care or IT 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 impose 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 ID card
- Enclosed shoes

Dress code during religious understanding events:

- AHSI organises 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, tradeshows and partner organisation 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 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 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 and software licences.

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,
- Internet via the website https://ahsi.edu.au/make-a-payment/

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-do the unit and pay the associated fee, 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 units of competency; if the student must re-take more units, then the final cost will be the price per unit multiplied by the number of units that should be re-done.

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 admissions@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
Overdue tuition fee per week (for each week you are late in your payment)	$200
CoE Extension Fees	$500
Re-Assessment of the unit (within 28 days)	$200
Late Submission Fee for each week following the due date	$200
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/Letter of completion/ Letter of workplacement (this includes all former 4Life students/ graduates)	$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
Withdrawal form fee	$500
Failure to turn up to the Workplacement arranged by AHSI on the date due or lack of documents required for the Workplacement at the time of the Workplacement schedule will attract an additional fee per instance of non-compliance with AHSI rules	$300
Discussing the entire Academic situation and creating a Support plan	$250
CoE deferment / suspension in cases of compassionate or compelling circumstances	$500
Where the student missed the term or attendance falls below 50 percent. This can also extend their CoE.	50% of unit fee for each unit that needs to be repeated and CoE Extension fee
When the term is made up of workplacement only or a combination of workplacement and classes, the student will also pay the fee for the term the student missed, 50% of unit fee for all units missed	50% of unit fee for each unit that needs to be

and a full term to reorganise the work placement (200h minimum). This will also include an extension to the CoE.	repeated and CoE Extension fee
If a student commences their training with AHSI while on a bridging visa and their student visa is rejected, the student will be able to receive refund in accordance with the amount of weeks remaining in the current term.	To be calculated at the time of visa rejection
When a student triggers a Termination of the entire contract between a Work placement Provider and AHSI through his/her behaviour this will trigger a serious fine. The student, if not suspended or cancelled by AHSI, will need to find his/her own work placements, which must be approved by AHSI and pay the fine of $5,000.	$5,000
When a student WP is cancelled by the WP provider through his/her behaviour this will attract an penalty. Student will need to find his/her own work placements, which must be approved by AHSI.	$2,500
Compulsory Workshop – Non-Attendance Fee	$200 (fee may be charged where a student fails to attend a scheduled compulsory workshop without providing a valid reason or prior notice. Supporting evidence may be requested where appropriate.)

Please note that any outstanding fees for more than a Term without any prior payment arrangement with AHSI management will be given to a Debt Collection Agency and you will incur additional fees and charges required by the Debt Collection Agency.

Failure to pay your fees will also attract immediate temporary closure of your Moodle accounts, no access to the lecture recordings (if any recording was made) and no further access to lectures or laboratories. The access will be restored within 2 business days of your payment.

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.

No refunds will be offered for the fee paid to secure enrolment in the Principal course (the second or third course after the first course of study). This fee is used to secure your enrolment, book resources in advance and ensures you will have a place when the next course is starting. The CoE issued by AHSI will also cover the entire duration of the first, second and third courses.

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 in the Cancellation, withdrawal, suspension policy, further in this document.

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 remaining course fees for the portion of the course that was not already delivered. The fees for the portion of the course that was delivered is non-refundable.

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 fees paid by the student can be refunded in the following circumstances as shown in the table below:

Initial fees	
Enrolment Fee (Administrative Fee)	Non-refundable
Tuition Fees	

Visa refused prior to course commencement	Tuition fees refunded minus the Enrolment (Administrative fee) of no more than 5% or $500 which is the lesser amount
Visa refused or extension of visa is refused after the course commencement	Tuition fees refunded minus the Enrolment (Administrative fee) and minus the fee for the part of the course that was already delivered
Withdrawal at least 10 weeks prior to the agreed start date (which are not linked to a visa refusal)	90% refund minus the Administrative fee
Withdrawal at least 5 weeks prior to the agreed start date (which are not linked to a visa refusal)	70% refund minus the Administrative fee
Withdrawal less than 4 weeks prior to the agreed start date (which are not linked to a visa refusal)	No refund
Withdrawal after the agreed start date (which are not linked to a visa refusal)	No refund
Visa cancelled due to actions of the student	No refund
Withdrawal from the study - current students	Refund of unused tuition fees (of the following term/s) *(Notification of Withdrawal* 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 of competency
Work placement component for online courses	Varies from course to course
Penalty for lack of preparedness for Workplacement. Applies to: • Going to WP without a valid police clearance • Going to WP without a valid Working with children certificate • Failure to provide records of COVID19 and other vaccinations required for Healthcare, childcare and community courses	$300
Placements for Special community events • Not turning up to the workplacement facility without a medical reason (substantiated by Medical certificate) when the workplacement organised by AHSI	$200

Penalty to re-open moodle account once it was blocked due to lack of attendance (dropping below 50%)	$200
Penalty to re-open moodle after the period of submission (2 weeks after the unit finished) closed	$200
Fee for future courses with AHSI to secure a place in the second or third course	No refund

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. These payments refer to students who have not yet commenced the course.

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.

Any commission taken by the bank for a refund will be borne by the person who requests the money to be refunded and not by AHSI.

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 reason the suspension of studies will attract 50% term fees for admin, processing and organising one on one tuition.

Cancellation of Enrolment

- If a student visa is rejected, the total amount paid minus the lesser of $500 or 5% of the deposited amount will be refunded upon proof of visa rejection from DHA.
- 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.
- If the cancellation is initiated by AHSI for breaches of the Code of conduct or breaches of the CoE, the student will be charged until the last day of their enrolment. The remaining fees will be refunded following the successful request and Refund form sent by the student.

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

AHSI has a limit of maximum three (3) units of competency for which it gives Credit (CT).

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 some cases, AHSI may chose to test your knowledge to ascertain whether it can give you the credit. Should not pass the test successfully, the credit transfer will not be awarded by AHSI.

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.

AHSI does not provide credit transfer for the CHC52021 Diploma of Community Services from other non-accredited courses.

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 are applying for, AHSI will not award the RPL.

For more information about applying for RPL, contact the Course Coordinator or Workplacement Manager / Admin person 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.

For any RPL unit, AHSI charges the RPL fee (see table of fees). Being assessed for RPL does not necessarily mean that you will obtain the approval for the unit. If your knowledge is not deemed to be sufficient you will need to undertake the unit with AHSI and your RPL fee is not refundable.

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 information on the AHSI website and this Student Handbook 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
- Projects

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 (in some cases the assessments are online)
- Login for the Learning Management System used by AHSI (Moodle), where you can access Learner guides, handouts and reference materials
- Access to Library – any book can be borrowed for the day after filling in the form
- 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.
Students have weekly discussions with their course coordinator or Trainer about the trends and important challenges of the Healthcare or Cybersecurity/IT spaces, 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 CEO and members of the Academic Board and Board of Directors are recognised Leaders in the Healthcare , science and governance domains. 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 student 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
- 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 MAINLY accept electronic submissions of assessments. In some instances you may need to scan your assignment.

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 80% of the classes at a minimum.

Students must submit the completed Simulation book to their trainers within one week after receiving relevant guidance. AHSI will not accept any submission made after this deadline.

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 in the Blacktown campus. 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 (if required) is additional to the tuition or material fees and will be advised prior to AHSI ordering the uniforms. 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 partners and rules

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. Not all providers will require this agreement to be in place.

In order for students to benefit from a workplacement, they will need to attend 80% of the classes (at a minimum) and be deemed Competent in their Assessments.

Students must attend the entire Workplacement 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 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 (no older than 6 months at the time of placement commencement date)
- Working with children certificate
- Red card (vaccinations up to date according to Australian healthcare requirements) including COVID19 vaccination and/or boosters will be required in most workplacement organisations.
- 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 admissions department

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

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

Students are expected to follow the instructions of the Workplacement supervisors, engage in activities undertaken for the benefit of the clients, undertake all tasks as required and follow the instructions of the workplacement supervisors.

Students are expected to be punctual, learn the rules of the workplacement providers that apply to the tasks undertaken.

Failure to engage in activities as instructed and expected at the level of the course you are undertaking may lead to the Workplacement supervisor and/or AHSI cancelling your workplacement.

In certain circumstances, you may apply to AHSI to choose or find your own Workplacement facility. In all such cases, a contract between AHSI and the new provider must be in place before you start your Workplacement. In addition to an MoU/contract, including tasks and the supervisors' qualifications and relevant experience, must be met before the workplacement organisation is assessed as suitable for CHC52021 and CHC52025 Diploma of Community Services students. The MoU will be assessed by both Community Work Australia and the Australian Health and Science Institute. Students will start the placement once CWA has assessed it as suitable.

Students who have their Workplacement cancelled by a Workplacement provider or AHSI due to their behaviour, lack of engagement, not respecting the rules of the Workplacement provider and any other reasons offered by the Workplacement provider, will need to source their own workplacement in order to complete the course.

This may also lead to the Cancellation of enrolment.

In the case that the workplacement organised by AHSI is cancelled for a student, the student will have to find a workplacement provider, which must be approved by AHSI as adequate to offer the full list of tasks that must be undertaken for the specific qualification. The student must not approach any of the existing workplacement providers that are in a contractual relationship with AHSI.

Failure to find a workplacement provider in such situations (where the student had its workplacement cancelled by the provider organised by AHSI or by AHSI) may lead to the student not being able to complete the course. In such cases, AHSI will offer the student the transcript of the units completed and cancel the enrolment.

This is particularly relevant to the students in Diploma of Community Services, which need to undertake two blocks of 200 hours of workplacement with two different providers.

Failure to turn up to interviews or meetings with workplacement providers without a medical justification will lead to AHSI not introducing the students to providers and not organising a second workplacement provider.

During the workplacement, the students must not discuss with the workplacement provider matters related to the course, to the internal administration in AHSI, the fee structure before raising the items of interest with AHSI staff (Administration or student support, Trainers, Course coordinators, PEO). Failure to respect this rule may result in the CoE being cancelled.

If a Workplacement provider terminates the contract with AHSI due to the acts of a student, the student will have his/her CoE terminated.

Actions of students that lead to a reputational damage and/or disrepute of AHSI will lead to the termination of the enrolment and cancellation of the CoE.

Students enrolled in the CHC52021 and CHC52025 Diploma of Community Services must submit their complete logbook along with their both WP's Supervisors and AHSI Assessors' signatures within one week of completing the second work placement. Submissions made after this date will not be accepted.

For other classes, students must submit their complete logbook along with their Supervisor and AHSI Assessor's signatures within one week of completing their work placement. Submissions made after this date will not be accepted.

In all enrolment cancellation cases, AHSI will follow the due process mandated by the Department of immigration.

Referencing in assignments and essays

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 DD MM.YYYY].

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.
- Twice a year, a Referencing course is run by AHSI to teach students how to reference correctly.
- Resume preparation and Interview short courses
- Revision days are provided throughout the duration of the course.

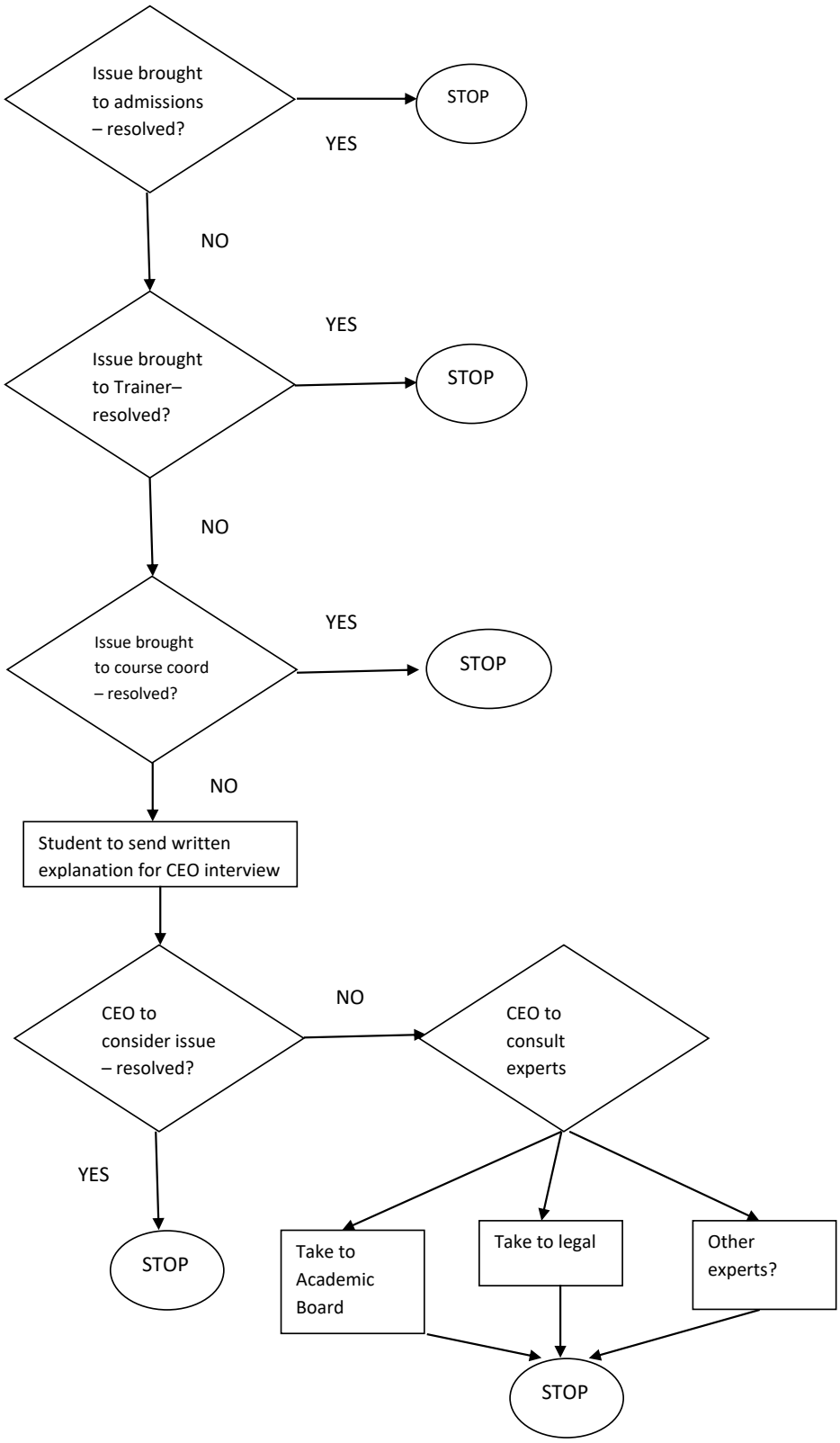
- Face to face Trainer assistance available on request for additional tutoring/mentoring.
- Have access to a Student Support officer, Student Counsellor and Course Co-ordinator on Campus.
- Internet and computer access available on Campus (AHSI requires however that you bring your own laptop, as the Library has a number of 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.
- 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 make-up classes may incur additional fees.
- 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.

If the Students matters are not resolved by Admissions and Student services within 5 business days, or for any risks and issues escalation, the Student must follow the process detailed below:


Issue brought to admissions – resolved?
STOP
YES
NO
Issue brought to Trainer– resolved?
YES
STOP
NO
Issue brought to course coord – resolved?
YES
STOP
NO
Student to send written explanation for CEO interview
CEO to consider issue – resolved?
NO
CEO to consult experts
YES
STOP
Take to Academic Board
Take to legal
Other experts?
STOP

Welfare services

AHSI 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 two student Counsellors and at least one of them is on campus or available via zoom every day during school terms.

Contact us at 02 8806 6777 or admissions@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

International students:

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; failure to address the issue, you will be sent an ITR (Intention to report email) 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.

Australian resident students:

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; failure to address the issue, you will be sent an ITR (Intention to report email) 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.

All students

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. Any such medical certificate may be subject to scrutiny and AHSI may seek a second opinion at its own expense to ascertain the validity of such healthcare claims.
- Bereavement of close family members such as parents, siblings or grandparents.
- Major political upheaval or natural disaster in the home country (for international students) 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 psychologist's reports.
- Where AHSI is unable to offer a pre-requisite course or subject.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa (international students).
- 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.

  You must notify AHSI and provide proof of any such circumstances as soon as they occur. AHSI may reject the application of the student for consideration of compassionate or compelling circumstances.

Attendance

As a student, you are expected to attend at least **80%** of scheduled course contact hours. Your attendance will be recorded for every class.

Attendance Requirements:

- 80% Attendance: You must attend at least 80% of your course sessions to meet the course requirements.

- Individual Unit Requirement: You must also maintain a minimum of 50% attendance for each individual unit within the course. If your attendance in any unit drops below 50%, you'll need to take action. You will be suspended from the unit in the moodle
- Session Absences: If you miss either the morning or afternoon session, that session will be recorded as zero attendance for that day.

What to Do If You Can't Attend:

- Notify the Institution: If you cannot attend class due to illness, emergency, or another valid reason, you must notify the institution and seek approval in advance.
- Medical Certificate: If you're absent due to illness, you must provide a medical certificate. However, note that a certificate doesn't automatically excuse the absence or alter your attendance record.

Make-Up Classes:

- Below 50% Attendance in a Unit: If your attendance in a unit falls below 50%, you will need to attend make-up classes to meet the attendance requirements.
- Fees for Make-Up Classes: Additional charges will apply for make-up classes, and the fees will be communicated to you ahead of time.

Absence Without Approval:

- More than 5 Consecutive Days of Absence: If you miss more than five consecutive days without prior approval or valid documentation, the institution will contact you.
- Support and Counseling: You'll be invited to meet with a student welfare officer or an academic advisor to discuss the reason for your absence and any challenges you may be facing.
- Reminder of Requirements: During this meeting, the institution will remind you of the attendance requirements, your visa conditions, and the consequences of failing to meet these obligations, including possible reporting to the Department of Home Affairs.

Consequences for Failing to Meet Attendance Requirements:

- Formal Warning: If you fail to meet the attendance requirements, you may receive a formal written warning.
- Reporting to Authorities: If your attendance falls below 80% without a reasonable explanation, the institution may report you to the Department of Home Affairs.
- Enrollment Cancellation: Continuing to fail to meet the attendance requirements may lead to the cancellation of your enrolment.
- Additional Charges: If your attendance drops below 50% in any unit, you will incur additional charges for the required make-up 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. Your attendance must be at least 80% to qualify for the workplacements.

Australian Health and Science Institute
RTO: 40185 CRICOS: 03222F ABN: 18 113 249 175
PO Box 200 Pyrmont NSW 2009 Australia
Ph: +61-2-8806 6777
Email: admissions@ahsi.edu.au Web: www.ahsi.edu.au

Purpose

The first purpose of the Policy and Procedures is to enable students from the Australian Health and Science Institute (AHSI) to withdraw,suspend or cancel their studies and also to understand how to appeal (internally and externally where the case may be) the decisions of the AHSI academic management body.

The second purpose is to inform the AHSI academic management on their obligations and processes for supporting students and making decisions with respect to their enrolment with AHSI in cases of deferral, suspension, cancellation or withdrawal from the studies with AHSI.

Scope

This Policy sets out the way deferral, suspension, cancellation or withdrawal of enrolment of overseas (international) students will be managed, including those requested and those actioned due to other circumstances. This Policy is consistent with the *National Code 2018* and the *Education Services for Overseas Students Act 2000 (Cth)*.

The Procedures for each of the deferral, suspension, cancellation or withdrawal show the steps that must be followed by AHSI staff and the student involved in the particular process.

The policy and procedure apply to all AHSI campuses and all overseas students, with some exceptions for the procedure.

The policy and procedure should be read and understood by:

- AHSI students
- AHSI staff and management
- AHSI agents

Compliance

The deferral, suspension and cancellation policy and procedures adhere to the Standards of Registered Training Organisations 2025 (Standard 6 Clause 6.1 and 6.2), ESOS Framework (ESOS Act 2000) National Code 2018 Standard 9.

According to Standard 9 from the National Code 2018:

Registered providers must:

- *have a documented process for assessing, approving and recording a deferment, suspension or cancellation of study*
- *notify the overseas student in writing of the intention to suspend or cancel their enrolment*
- *tell the overseas student to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled*
- *not let a suspension or cancellation take effect until the overseas student has been given a chance to complete an internal appeals process, unless their health or wellbeing, or the wellbeing of others, is likely to be at risk*

Definitions

Term	Definition
CEO	Chief Executive Officer

CoE	Certificate of Enrolment
Cancellation	CoE is cancelled. Student must re-apply if he or she wishes to continue study.
Commonwealth Ombudsman	The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers. A private education provider can be a school, college or university in Australia. https://www.ombudsman.gov.au/making-a-complaint/overseas-students The Ombudsman represents the authority for external complaints handling, once the international decision and its subsequent internal appeal are not satisfactory to the International (overseas) student.
Compassionate and compelling circumstances	These circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to: • serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes; AHSI may reserve the right to verify such claims at its own expense by seeking a second medical opinion. • bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided); • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; • a traumatic experience, which could include: • involvement in, or witnessing of a serious accident; or • witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports) • where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enroll • COVID19 or other pandemic induced social distancing rules leading to students loosing their jobs or suffering as a result of their families in their own countries being affected AHSI will use its professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, AHSI will consider documentary evidence provided to support the claim, and will keep copies of these documents in the overseas student's file. AHSI may reject the application of the student for consideration of compassionate or compelling circumstances.
Deferment	A request by the student prior to the commencement of the study period to temporarily postpone study (Student initiated).

DoHA	Department of Home Affairs
DET	Australian Government Department of Education and Training
ITR	Intention to report – this is the final warning that AHSI gives a student for a breach of visa conditions, a breach of the CoE or Offer letter. The student will be given 20 business days to contact AHSI and participate in the meeting with the AHSI academic staff to put in place a plan to correct the breaches.
International (Overseas) Student	AHSI defines an International (Overseas) Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc.) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g.: Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.
Leave of absence	A request by the student to temporarily postpone study after the commencement of the study period (Student initiated).
ESOS Framework	Education Services for Overseas Students Act 2000 is a national code that applies to delivering of education and training courses to overseas students.
Offer letter	Offer letter is a formal letter of offer, which includes information on students' program of study, tuition fees, deposits, start date and any academic/non-academic conditions and the student agreement.
PEO	Principal Executive Officer – ultimate authority in charge of the Academic matters and decisions in AHSI
Suspension	When the enrolment of a student in his or her course of study is suspended for a period of time, after which the student may recommence study.
PRISMS	Provider Registration and International Student Management System
Standards for Registered Training Organisations (SRTO) 2015	A legislative instrument describing the minimum standards to be met by RTOs through the VET Quality Framework. The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced. http://www.asqa.gov.au/about- asqa/national-vet-regulation/vet-quality-framework.html
Misbehaviour	This is defined in the *Student Code of Conduct* (in the Student Handbook) and includes breaches of any AHSI Code of conduct or instruction or fails to comply with the lawful direction of an AHSI staff member. This includes breaches of any AHSI policies, including those relating to intellectual property, discrimination, computer or library facilities, health and safety, ethics and professional standards.
Relevant Acts	• National Code of Practice for Providers of Education and Training to Overseas Students 2018

	• Standard 8: Overseas student visa requirements- National Code of Practice for Providers of Education and Training to Overseas Students 2018 • Standard 9: Deferring, suspending or cancelling the overseas student's enrolment- National Code of Practice for Providers of Education and Training to Overseas Students 2018 • Standard 10: Complaints and appeals- National Code of Practice for Providers of Education and Training to Overseas Students 2018 • Education Services for Overseas Students, ESOS Act 2018 • Department of Home Affairs, DOHA (Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth) National Code • National Vocational Education and Training Regulator Act 2011

Structure

This part of the document is divided into two clearly differentiated sections: the Policies and the Procedures.

The Policy applies to all International students and describes the principles for assessing, approving and recording a deferment, suspension, cancellation or approval of withdrawal.

The Procedure will apply to all overseas students and will describe the steps involved; some of the steps such as raising a variation of the CoE (Confirmation of Enrolment) in PRISMS will only apply to overseas students on a student visa and follows AHSI's obligation to record all such variations.

The Procedure also refers to internal appeals to the PEO (Principal Executive Officer) and to external appeals to the Commonwealth Ombudsman (https://www.ombudsman.gov.au/making-a-complaint/overseas-students).

AHSI advises all overseas students to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled (https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder).

Policies

The Policies for Deferment, cancellation and suspension affirm the commitment of AHSI and explains the principles of deferment, cancellations, suspension and withdrawal for international students and ensures that AHSI meets its reporting obligations. These principles are listed below:

- AHSI programs of study have a set duration which is specified in the Offer letter and the CoE.
- In the circumstances where the student's CoE is varied, as a result of a deferral or suspension, AHSI will make arrangements to help the student reintegrate in the program of study, in a way that does not jeopardise his/her study, the number of units that must be completed and the quality of learning. The duration of the CoE may be varied however, depending on the units the student missed.
- AHSI can defer the enrolment of a student if it believes that are compassionate or compelling circumstances, which must be substantiated by evidence provided to AHSI when the request is made.

- AHSI can suspend the enrolment of a student at the student's request in compassionate or compelling circumstances or as a result of a disciplinary action triggered by the student's breach of the CoE and Offer letter conditions (listed below):
    - Misbehaviour by student or breach of the Code (see Definition in the Code of Conduct further in this document)
    - Failure to pay the fees listed in the Letter of Offer or the subsequent Payment Plan (which is created at the student's request when they are unable to pay the fees at the dates listed in the Letter of Offer).
    - Breach of the course academic progress or attendance requirements; some of the assessments occur only in the face to face (or Zoom classes – when COVID conditions impose social distancing rules). The thresholds for the course attendance and requirements for academic progress are:
        - 80% attendance to be able to complete the moodle assignments
        - 80% attendance is required to qualify for the workplacement
        - Some of the simulation assignments will be done in class and failure to attend will attract a penalty or fee to repeat them
- Such breaches may also attract the cancellation of the student's enrolment and CoE, which may have visa implications.
- AHSI may cancel the student's enrolment when a serious breach of the visa or enrolment conditions has occurred
- AHSI will follow the procedure of informing the student, giving them the opportunity to correct their behaviour and action (in most but very serious cases) and appeal the decision (internally followed by an external process in some cases)
- Breaches of academic progress: Before a suspension or cancellation is initiated, AHSI will send the student two warning letters (at 10 business days apart), after which AHSI will send the student an ITR (Intention to report) and give the student 20 business days to appeal. If the student choses to not respond to the letters, emails or calls from AHSI for the entire duration of the 20 business days from the day AHSI sent the ITR, this stands for the student's acceptance of AHSI's decision to cancel the CoE, the student's choice not to appeal the decision and the student's choice not to appeal the result of the possible Internal AHSI appeal and the do not appeal to the external body, the Commonwealth Ombudsman. After the expiry of the 20 business days period without having any response from the student, AHSI will cancel the CoE in PRISMS for the reasons stated in the previous warning letters and ITR.
- Breaches of academic progress: If the student choses to contact AHSI to reverse its decision, the student will meet with AHSI academic staff within the 20 business days; if the decision to cancel the CoE is upheld by AHSI, the student has the opportunity to appeal it by writing to the CEO/PEO. If the decision is upheld by the CEO/PEO, the student must inform AHSI if he/she wishes to appeal externally. In such cases, the final cancellation of the CoE will not occur until the external appeal has been concluded and finalised. The student must inform AHSI of this external appeal.
- Non-payment of fees will attract the same cancellation process by AHSI, however the external appeal stage is no longer required and AHSI may proceed with the CoE cancellation following the student's lack of action after two (2) consecutive warning letters, sent at an interval of ten (10) business days, followed by the ITR and twenty (20) business days after the ITR passed.

AHSI manages the enrolment of overseas students and maintain up to date enrolment information in its Student management system.

The AHSI Letter of enrolment, which must be signed by student prior to enrolment, represents the contract between AHSI and the student and stipulates the obligations of the international students including but not limited to payment of fees, attendance, course progress, obtaining various approvals required for workplacement (such as Police clearance, Working with children certificate, etc).

All the documents signed by AHSI and the overseas student will be uploaded and maintained in the Student Management system and can be made available to the student or government agencies upon request.

The status of the student and his/her progress is communicated and reported by AHSI to the NVR through the annual AVETMISS report.

All the obligations of the overseas students and of AHSI as a provider of VET courses are listed in the Student handbook (www.ahsi.edu.au) , which may be updated from time to time – available for download on the AHSI website. The main policies can also be found on the AHSI website or inside the Student handbook.

AHSI can defer, suspend or cancel an overseas student's enrolment under certain circumstances set out in this policy. AHSI can approve or reject a withdrawal request from an overseas student in certain conditions.

Students can apply, in writing, for deferral, suspension or cancellation or withdrawal from their course enrolment using the *Defer, Suspend, Cancel or Withdraw from Enrolment Form – Overseas students* in the circumstances set out in this Policy.

AHSI advises all overseas students to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled.

Deferral Policy

A deferral is the postponement of commencement date of the course and can only be initiated by a student. A student may only apply to defer their enrolment in compassionate and compelling circumstances. The student must notify AHSI of the intent to defer commencement of a course using the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student* citing compassionate and compelling circumstances as detailed in the *Special Consideration Policy* (at the end of the document).

Commencement of a course may not be deferred in excess of six (6) months and acceptance of the deferral request is at the discretion of the AHSI. Deferral can only occur at the beginning of a Term and must be sent to AHSI seven (7) business days before the beginning of the Term.

The student must produce proof of such circumstances within seven (7) business days of the change in circumstances.

If, for any reason, the reason for deferral is due to a medical emergency or has a severe medical conditions, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; any medical conditions that incapacitate the student for more than two (2) weeks, this must be substantiated by a medical certificate issued by a Medical Specialist.

Suspension Policy

A suspension is an interruption to the student's course and can be initiated by either the AHSI or the student.

A student may only apply to suspend their enrolment in compassionate and compelling circumstances. The student must notify the AHSI of the intent to suspend a course using the *Defer, Suspend, Withdraw or Cancel Enrolment Form – Overseas student* and citing compassionate and compelling circumstances as detailed in the *Special Consideration Policy.*

Students can only suspend up to 6 months of their course over their time at AHSI and will only be allowed a maximum of two (2) suspension periods (totalling up to 6 months). Approval of the student's suspension request is at the discretion of the AHSI.

If, for any reason, the reason for suspension is due to a medical emergency or has a severe medical conditions, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; any medical conditions that incapacitate the student for more than two (2) weeks must be substantiated by a medical certificate issued by a Medical Specialist.

If the suspension is initiated by AHSI, AHSI will inform the student in writing of its intention to suspend the student's enrolment and follow the Procedure steps detailed below.

AHSI may suspend a student's enrolment due to any misbehaviour resulting in a breach of the code of conduct.

Any claim of extenuating circumstances must be supported by appropriate evidence.

Cancellation Policy

Cancellation is withdrawal of the student from enrolment in a course initiated by AHSI for reasons stated below.

AHSI may cancel a student's enrolment if either of these events occur, following the procedure for Cancellation:

- The student significantly breaches the *Student Code of Conduct* (found in the Student handbook) or as a consequence of other significant student misbehaviour as set out in the *Student Code of conduct*.
- The student has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.
- The student is disruptive and fails repeatedly to comply with the reasonable requests of the trainer.
- The student fails to pay fees as stated in the Letter of Offer or the Payment Plan that has been approved by AHSI admissions.
- The student breaches course progress or attendance requirements (in line with the *Attendance Policy and Procedure and Academic Progress Policy & Procedure – Overseas students*). Breach of the course academic progress or attendance requirements; some of the assessments occur only in the face to face (or Zoom classes – when COVID conditions or other natural disasters or acts of God impose social distancing rules). The thresholds for the course attendance and requirements for academic progress are:
    - 80% attendance to be able to complete the moodle assignments and NOT have moodle access suspended
    - 80% attendance is required to qualify for the workplacement
    - Some of the simulation assignments will be done in class and failure to attend will attract a penalty or fee to repeat them
- The student is or will be unable to meet the entry requirements and / or conditions of enrolment for a course. This includes failure to obtain and maintain a Police Clearance Certificate or approval to work with children through a positive Working With Children Check (or its equivalent, unless an exemption applies) and / or a valid first aid certificate, where these are required as part of the workplacement components of courses. Additionally, all students wishing to enrol in a Healthcare course must have their Red Card for vaccinations including the COVID19 vaccine.

Any claim of extenuating circumstances must be supported by appropriate evidence.

AHSI can report a student in PRISMS for non-payment of fees after it issues two (2) warning letters, followed by an ITR (Intention to Report) and the student does not contact AHSI for a period of twenty (20) business days after the ITR was issued. In this circumstance, AHSI may terminate the CoE in PRISMS immediately.

AHSI will only report a student in PRISMS for unsatisfactory course progress after satisfying the following conditions of Standard 9 of the National Code 2018:

- the internal and external complaints processes have been completed and the breach has been upheld;
- In all cases where the student does not respond to AHSI requests sent via the two (2) consecutive warning letters and the ITR within the period of twenty (20) business days from the day the ITR was sent, AHSI considers the student agrees to its decision to cancel the CoE and has declined AHSI's invitation to remedy the lack of academic progress, the invitation to access AHSI's appeal process and the initiation of the external appeal process.
- All the units of competency the student did not attend will need to be repeated, at the student's additional cost (calculated by dividing the total Tuition fee by the number of units of the course, multiplied by the number of units the student missed out). Failure to pay the additional cost to complete such units will lead to the cancellation of enrolment.
- The student cannot appeal to the external Commonwealth Ombudsman of ASQA prior to firstly discussing with AHSI academic team the remedy and/or following the internal appeal process.

Withdrawal Policy

Withdrawal from study with AHSI is initiated by the student.

A student may initiate a withdrawal from their enrolment at any time for any reason. The student must notify AHSI of the intent to suspend a course using the *Defer, Suspend, cancel or withdrawal Enrolment Form – Overseas student*. Students who initiate a withdrawal should consider the financial penalties they may incur when submitting an application (refer to the *Refund Policy* found in the Student Handbook)

AHSI will not accept withdrawals in the following conditions:

- The student fails to submit a valid Letter of Offer showing the intended course(s) and registered provider of transfer.
- The student is requesting to transfer due to lack of financial capacity to cover tuition, living, or travel costs.
- The student has outstanding fees owed to AHSI
- The withdrawal request occurs earlier than twelve months (12) from the commencement of the highest qualification to be undertaken with AHSI
- The transfer will result in a breach of the mandatory and discretionary visa conditions
- The transfer is considered detrimental to the student's education or welfare
- The request to transfer to another education provider does not comply with the Department of Immigration policies
- The student academic progress status is suspended from access to Moodle (learning management system) or participation in workplacement for poor academic performance or lack of academic progress
- The student is requesting to transfer after failing to meet tuition payment obligations, course attendance, or course progress requirements and it is deemed that the reasons to transfer are solely to avoid AHSI obligatory report of student visa non-compliance to DHA, in accordance with the National Code 2018

The conditions in which AHSI would consider providing a letter of release are listed in the Letter of Offer and include but are not limited to:

- AHSI is unable to offer a course that meets the student needs
- AHSI is unable to offer a course at the location stated in the Offer letter
- AHSI varies substantially the structure of the course
- Any other condition listed in the Offer letter for such circumstances

Complaints or Suggestions

AHSI encourages students to come forward and offer suggestions for improvement via quarterly surveys. The management analyses the responses to these surveys and acts on them accordingly.

Students must contact AHSI via admissions@ahsi.edu.au for any complaint prior to contacting other organisations or agencies. They must follow the internal process explained in the Student Handbook.

The complaints or suggestions are resolved promptly by AHSI, however in cases where the student is not satisfied with the outcome, they may appeal to the PEO. Failing a satisfactory resolution from their point of view, they can follow the External complaints process (by contacting the Commonwealth Ombudsman).

Procedures

Deferral Procedure

Student obligation	AHSI obligation
The student ensures they meet all the conditions listed in the policy above that can lead to AHSI approving a deferral form. The student obtains advice from DHA (Department of Home affairs) regarding the impact to their visa status.	
Overseas/international students intending to defer their course(s) should notify AHSI in writing via the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student.* (Forms available via AHSI Website or Reception of AHSI) Students must produce evidence to substantiate their deferral application within seven (7) business days of submitting their application to AHSI. Please note that students will not be allowed to defer for an excess of six (6) months and deferment will only allowed at the start of the term.	
	AHSI will respond within 5 business days from receipt of the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student*

	AHSI will inform the student that approving an application for a deferral from their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information.
	If approved, the Administration team will make the required changes to the student's enrolment in PRISMS, including by entering the following information within 28 days as per the ESOS Act: • The day the deferral starts; and • The expected duration of the deferral; and • The learner's residential address, phone number and email address. If, at any point during the leave of absence, the end date of the leave of absence is changed, the Administration will make the required change in PRISMS. AHSI will maintain a record of all communication with the student regarding their deferral application, along with all relevant documentation, in the student's file.
The student receives the outcome of the application. 1.Where an application is successful and the request to defer is approved, the student will receive a new COE and a new offer letter informing them of their new study duration at AHSI. The student must sign the new Letter of Offer and return it to the administration team before their deferral starts.	AHSI will create a new COE for the student and issue a new offer letter with the updated study duration the student is expected to have at AHSI.
	Deferral of a student's enrolment will be reported as soon as practicable after the student has been granted deferral (within 7 days of approval).
The student receives the outcome of the application. 2. Where an application is unsuccessful and the request to defer is refused, the student will be informed of the reasons for this refusal. The student is entitled to submit a new application that addresses the reasons for refusal. Where an application is unsuccessful, the student has the right to lodge an appeal with AHSI. If the appeal is unsuccessful, the student must commence their course on the specified date.	If the application to defer is refused by AHSI and the student chooses to appeal the decision. Within 20 working days, AHSI will apply its normal complaints and appeals process within 10 business days of the formal lodgement of the complaint or appeal. If the AHSI PEO/CEO upholds the decision, then this decision is final.

Suspension Procedure

There are two types of suspension:

- suspension initiated by AHSI and
- suspension initiated by the student.

Student obligation	**AHSI obligation – Suspension initiated by AHSI**
	Suspension of the studies is a temporary measure taken by AHSI to correct the student's behaviour taken when the student violates AHSI's Code of Conduct AHSI will inform the student that a suspension of their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information.
	AHSI will notify the student, in writing, of its intention and allow the student twenty (20) business days to access the College's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student or it has a negative impact on other students or staff: • 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 • The behaviour of the student impacts negatively the staff or other students
If student chooses to appeal the suspension decision they must complete a *Feedback & Complaints form* detailing the reasons why they are not satisfied with the decision. The student has twenty (20) business days to appeal the decision and can access the AHSI Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy*.	If, after 20 working days, the student does not access the College's internal complaints and appeals process, this constitutes the student's agreement with AHSI's decision and implicit decision not to appeal the decision both internally and externally. The Admissions team will notify the Department of Education of the change to the student's enrolment status through PRISM.

If the outcome of the appeal is successful for the student, the student's enrolment is maintained and AHSI will determine an appropriate management plan to allow the student to continue their studies.	If, within 20 working days, the student does access the AHSI's internal complaints and appeals process, AHSI will apply its normal complaints and appeals process within 10 business days of the formal lodgement of the complaint or appeal. The student will be invited to an interview with the PEO/CEO and the trainer or a member of the Academic team to present his/her case. Following the interview, the student will be notified in writing of the outcome of the review within ten (10) working days of lodgement of the appeal. Should the decision to suspend be upheld, AHSI will advise the student of the external complaints process (Commonwealth ombudsman). AHSI will maintain a student's enrolment until the external complaints and appeals process has been completed.
If the outcome of the external appeal is unsuccessful for the student, the student's enrolment is suspended. The Administration team will make the required changes to the student's enrolment in PRISMS and inform the student in writing.	If the student's enrolment is suspended AHSI will notify the Department of Home Affairs via PRISMS, including by providing the following information within 14 days : • The day the student's studies are terminated/suspended • The last day of the student's studies; and • The Student's residential address, phone number and email address. AHSI will maintain a record of all communication with the student regarding their suspension, along with all relevant documentation
	The student will be issued with the relevant Cancellation Notice on the same day. If the student has indicated that they have engaged an education agent, the agent will also be notified upon suspension or cancellation of the student's enrolment

Student obligation - Suspension initiated by the student	**AHSI obligation –**
The student applies to suspend his/her enrolment for compassionate or compelling reasons by filling in the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student form* and substantiates the claim and circumstances	AHSI will review the application within five (5) business days from the receipt of the form. The AHSI academic team may request to interview the student and will make a decision and inform the student within the five (5) business days from receipt of the

	Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student form. AHSI will also inform the student that a suspension of their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information.
	If the Suspension request is approved, the AHSI admissions team will suspend the course for the period required (not longer than six – 6 – months in aggregate). Depending on circumstances, AHSI may require to: • Cancel the initial CoE and issue a new one • Put in place a Learning plan for the student to help him/her progress in the studies • Ask the student to repeat any unfinished units of competency which will need to be retaught, at an additional cost (calculated by dividing the total cost of the Tuition fee by the number of units and multiplying it by the units that should be repeated). • Refer the student to external agencies (hospital, police, charities) • Report the change to the CoE within 14 days
	If the Suspension is not approved, the AHSI admissions team will inform the student in writing of the decision, the internal appeal and the external appeal processes. The student must follow the internal appeal process before going to the external appeal body (the Commonwealth Ombudsman).
If the student chooses to appeal the suspension decision they must complete a *Feedback & Complaints form* detailing the reasons why they are not satisfied with the decision. The student has twenty (20) business days to appeal the decision and can access the AHSI Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy*.	If, after twenty (20) working days, the student does not access AHSI's internal complaints and appeals process, the Admissions team will notify the student that the Suspension will take place and notify the Department of immigration if this affects the student's CoE. By not accessing the internal appeal process, the student agrees to AHSI's decision and if the student does not notify AHSI of a decision to access the external process it is implied the student does not wish to pursue the external complaint pathway.

If the outcome of the complaint or appeal is successful for the student, the student's enrolment is maintained and AHSI will suspend the studies for a duration no longer than six (6) months and will determine an appropriate management plan to allow the student to continue their studies.	The student will be notified in writing of the outcome of the appeal and be offered a study plan to maintain academic progress.
If the outcome of the complaint or appeal is unsuccessful for the studnt, the student's enrolment is suspended. The Administration team will make the required changes to the student's enrolment in PRISMS and inform the student in writing.	If the appeal of the student is unsuccessful, the AHSI academic team will inform the student of the decision and give the student a further ten (10) business days to lodge an appeal with the external provider (Commonwealth Ombudsman).
The student has the obligation to inform AHSI of the decision of the Commonwealth Ombudsman.	If the decision of the Commonwealth Ombudsman is similar to AHSI's decision, the request to suspend enrolment will be rejected. If the Commonwealth Ombudsman advises the student's enrolment should be suspended, AHSI will give effect to the requested suspension and advise the student if additional costs will be incurred to repeat the units that were not finished/ completed. If the student has indicated that they have engaged an education agent, the agent will also be notified upon suspension or cancellation of the student's enrolment.

At all times, the student must follow the process detailed above, otherwise it may trigger an earlier suspension/cancellation.

Cancellation procedure

A cancellation of the enrolment can only be initiated by AHSI. A student cannot initiate a cancellation of studies. The student may initiate a Withdrawal, as see in the next section.

Student obligation	**AHSI obligation**
	If the cancellation is initiated by AHSI, AHSI will inform the student first in writing through the ***F**irst and **S**econd warning letters* for either *non-payment of fees* or *unsatisfactory course progress* which are sent two (2) weeks apart. For cases when the student breaches the student Code of Conduct, AHSI will initiate a cancellation within 20 days of notifying the student and the student does not engage in breach remediation process.
Student can adhere to the warning letter and pay their owing fees and/or improve their academic progress.	

Student must also attend an intervention meeting with a student support officer and implement an intervention strategy. If these stops are followed, the cancellation process will stop here.	
	If there is no improvement in student progress an ITR (*Intention to Report)* will be sent of its intention to cancel the student's enrolment and notify the student in writing that they have 20 working days to access AHSI Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy* – ***Overseas students***). If the appeals process is activated, the cancellation of the student's enrolment cannot take effect until the complaints and appeals process is completed or timeframes exhausted, unless extenuating circumstances relating to the welfare of students apply.
The student can adhere to the previous warning letters and ITR and attend an intervention meeting with a student support officer. An intervention strategy will be implemented, if successful, the cancellation process will stop here.	
If student chooses to appeal the ITR decision they must complete a *Feedback & Complaints form* detailing the reasons why they are not satisfied with the decision. The student has 20 working days to appeal the decision and can access the AHSI Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy - International*). The student also has the right to contact an external Appeal process (the Commonwealth Ombudsman (www.ombudsman.gov.au). If the appeals process is activated, the suspension of the student's enrolment cannot take effect until the complaints and appeals processes (internal and external) are completed or timeframes exhausted.	If a student chooses to appeal the ITR decision a review of the decision will be undertaken by AHSI. The student will be notified in writing of the outcome of the review within 20 working days of lodgment of the appeal. Further appeals can be made to the AHSI management team. AHSI will advise the student about the external complaints process via the Commonwealth ombudsman. AHSI may inform the Commonwealth ombudsman and verify if it should change in any way its decision
The student will be issued with the relevant Cancellation Notice on the same day. If the student has indicated that they have engaged an education agent, the agent will also be notified upon suspension or cancellation of the student's enrolment.	If the student chooses not to appeal the decision within 20 working days, AHSI has the right to notify the Department of Education and Training through the Provider Registration and International Student Management System (PRISMS) as soon as practicable, after the complaints and appeals

	process is completed or exhausted (within 20 days), that it wishes to permanently cancel (terminate) the overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled' AHSI will provide the following information to PRISMS within 31 days as prescribed by subsection 19(1A) of the ESOS Act: 1. The day the student's studies are terminated (whether or not the termination takes effect on that day); and 2. The last day of the student's studies; and 3. The student's residential address, phone number and email address. The Department of Home Affairs may cancel the learner's student visa within 28 days of the cancellation.
	If the student has any owing fees remaining, AHSI will forward their details to the contracted debt collection agency in order to reclaim the owing monies.

Withdrawal Procedure

The full process can take a minimum of 10 days from application to full decision communicated to the student if all the conditions are met:

Student obligation	AHSI obligation
The student ensures they met all the conditions listed in the policy above that can lead to AHSI approving a withdrawal form.	
Students intending to withdraw from a course(s) should notify AHSI in writing via the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student.* (available via AHSI Website or Reception of AHSI)	AHSI will respond within 5 business days from receipt of the *Defer, Suspend Cancel or Withdraw from Enrolment Form Overseas student*
The student will pay the $500 fee for withdrawal. (please note if the student has outstanding tuition or material fees, the amount will be applied firstly to the outstanding fees)	AHSI will process the payment, and notify the student and the agent. If there are outstanding amounts they must be paid firstly and the payment will be applied in the order of outstanding fees.
	AHSI will check and advice the student if any of the conditions listed under the Withdrawal Policy above is not met, in order to rectify the situation. Any non-conformances (missing documents) will be advised by AHSI to the student
The student must meet all conditions listed as non-conformant by the student within three (3) business days; all missing documents or conditions must be met. The student must advise AHSI of completion of the conditions.	AHSI will respond to the student, after considering all the documents within two (2) business days. (this brings the total consideration by AHSI to ten -10- business days).
	If the student does not produce all the documents, or meet all conditions then the application will be automatically rejected and the fee forfeited (retained by AHSI for processing)
The student receives the outcome of the application. 1. If the application is successful The student may be invited to an exit interview with an AHSI admissions representative.	AHSI will print and give/send the student the online version and the printed certificate or Transcript of unites completed within 5 business days. AHSI will make the student's record inactive in RTOManager. Additionally the student's moodle account will be locked.

The student receives the outcome of the application. 2. Where an application is unsuccessful and the request to transfer is refused, the student will be informed of the reasons for this refusal. The student is entitled to submit a new application that addresses the reasons for refusal. Where an application is unsuccessful, the student has the right to lodge an appeal with AHSI. The student must continue to study their course until the appeal has been heard and a decision issued. The student must complete a *Feedback & Complaints form* detailing the reasons why they are not satisfied with the decision (which will be used to improve the withdrawal process in AHSI as part of its Quality Management System) The student has 10 working days to appeal the decision. Throughout this period, the student will continue to owe fees to AHSI and the student's enrolment with AHSI will be maintained. The consideration by AHSI was of a maximum of ten (10) business days, which combined with these business days give the student the opportunity to have the application & appeal processed within twenty (20) business days.	Where a transfer request from AHSI has not been approved, the student will be provided with written reasons for refusing the request. If the student is not satisfied with the decision, they may apply for a review of that decision within 10 working days of receipt of the application outcome. A review of the decision will be undertaken by AHSI. The student will be notified in writing of the outcome of the review within 20 working days of lodgement of the appeal. Further appeals can be made to the AHSI management team. AHSI will advise the student about the external complaints process via the Commonwealth ombudsman. AHSI may inform the Commonwealth ombudsman and verify if it should change in any way its decision.
	If the student lodges and appeal, AHSI must consider the student's appeal and inform the student of the outcome within the next 10 working days from the date the student lodged the appeal. If further evidence is needed, AHSI will ask the student to provide such evidence, however will not delay the decision of the appeal if additional evidence is not produced. AHSI will communicate the decision of the appeal.
If the appeal decision is successful, the student will be notified and asked to complete the *Feedback & Complaints form* and attend an Exit interview.	
If the initial AHSI decision is upheld and the student application is refused, the student has the right to apply to an External complaints body (Commonwealth Ombudsman)	AHSI will communicate with the External complaints body and inform them of the decision process.

Record Keeping

AHSI will fully document, and keep on record in the student's file, all correspondence, documentary evidence and associated materials of the assessment of the student's application for deferral, suspension or cancellation of enrolment.

All information about the student payment, attendance, correspondence is kept by AHSI in RTOManager (the Student Management System).

Forms

- *Complaints and Appeals form*
- *Student Deferment, Suspension, Cancellation and Withdrawal form*
- *AHSI Refund form*

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.

If are unable to attend classes for more than two weeks, you will need a specialist certificate.

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:

The student must 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 they missed classes

- Never assume that 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.

Medical certificates

If AHSI staff deems that your Medical certificate is warranted or was given by a medical practitioner who does not understand the full consequences of your visa implications or was given fraudulently by a medical practitioner, AHSI may ask a second opinion from a medical practitioner of its choice and at its own cost. AHSI will also report the medical practitioner to HCCC if the second practitioner deems that the certificate was not warranted.

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 6 months. If the suspension is required for longer than 6 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. If the student does not engage with AHSI in the management of the Complaint or Appeal, then AHSI is under no obligation to provide course materials, or recordings of classes.

Code of conduct

It is important to uphold the Values, Principles and Vision of AHSI, which adopted a Quality management system embracing the Kaizen methodology (continuous improvement). AHSI wishes to maintain a high quality and positive environment in which to learn, grow, be mentored and develop with the utmost concern for the welfare of students, staff and Workplacement and community partners. AHSI is committed to providing a safe, caring and academic environment to ensure that students have the opportunity to learn.

Students have an obligation to behave in a professional and respectful manner at all times in a way that is commensurate with studying in a professional organisation. A student must at all times maintain a positive approach to studying and display appropriate behaviour while engaged with the College, either within the premises of the College, online via video conferencing facilities or at any other location where students may be engaged in course delivery or workplacement. A breach of student conduct will attract disciplinary action by AHSI. In some cases, this may result in the cancellation of a student's enrolment.

An instance of misconduct (inappropriate behaviour) is a disciplinary offence. Misconduct includes both academic misconduct and behavioural misconduct.

At no time will AHSI tolerate disrespect or aggression towards other students, staff members or clients.

Respectful and positive learning environment

As a student of AHSI, either within the premises of the College, online (via video conferencing) or at another location used by AHSI for workplacements, students have responsibilities to support a positive learning environment for all students, staff and AHSI stakeholders and partners.

Expectations include but are not limited to:

- Abidance by the Student Code of Conduct and all AHSI policies and procedures
- Active participation in theclassroom
- Showing a general interest in the teachings delivered
- Following a trainer's instructions
- Being respectful to fellow students and teachers
- Familiarising themselves with the Student Handbook prior to each term
- Being respectful and following the instructions of workplacement supervisors and staff

All members of AHSI (students and staff) are prohibited from engaging in the following behaviours whilst on AHSI premises or undertaking AHSI activities on workplacement partner premises, regardless of the location of the activities:

- harassment, bullying or vilification
- racial vilification or racist behaviour
- sexual harassment
- discrimination on the basis of a personal characteristic such as age, gender, relationship status, pregnancy, sexuality or race
- discrimination on the grounds of disability or medical condition
- discrimination on the grounds of religion, political opinion, criminal record (when irrelevant), freedom of movement or trade union activity
- discrimination on the grounds of family responsibilities
- discrimination because of an association with someone identified on the basis of a personal characteristic
- victimisation of any member of AHSI who makes a complaint under this policy

For the purposes of this policy, harassment and bullying do not include:

- reasonable direction from a staff member
- fair application of appropriate teaching, including guidance and assessment feedback
- implementation, with procedural fairness, of academic or non-academic misconduct procedures.
- requests from the Trainer or staff to comply with normal procedures, engaging in the classroom with the Trainer or colleagues, writing on the whiteboard, undertaking class practical activities, group activities, simulations of tasks that are usual to the industry for which the student is trained
- In the case of video conferencing, the students must turn the camera on if so required by the Trainer.

Visitors/ Support persons/ Family members of the students

Any visitor / support person / family member of a student must behave in a respectful manner and respect the Code of Conduct when:

- Visiting the college either alone or together with a student
- Communicating with the AHSI staff
- In writing or verbally

Any breach of the Code of Conduct by a person related to a student will have an impact on the Student situation and relationship with AHSI and may trigger all the consequences and penalties that would be triggered if the Student acted in a manner contradictory to the rules in the Code of Conduct.

Medical Conditions

Most of the AHSI courses are in healthcare; as such the medical and psychological condition of the student must be notified if affected in any way prior to enrolment or during enrolment as soon as changes occur. AHSI has a duty of care towards its partner Healthcare, Childcare and Community care organisations and their Clients/Patients/Participants (which may be vulnerable members of the community).

If at any time before or during the enrolment with AHSI a condition or event that may jeopardise the safety of these AHSI Partner clients, the enrolment will be terminated and a Statement of attainment for completed units will be issued.

It is the student's responsibility to advise AHSI in writing:

- Prior to enrolment, if the student is pregnant or has any medical condition that may put them or the AHSI Partner Clients at risk during their training and course of studies.
- If a student's medical condition changes adversely during their studies, that may from that point onwards put them or the AHSI Partner Clients at risk during their training, the student is responsible to undertake no further classes or training until they advise AHSI and get written advice from their practitioner if they can continue their studies.
- If the student is in any doubt of medical conditions that may put them at risk during their training, the student needs to seek medical advice from a suitably qualified Australian registered health practitioner for clarification before training with AHSI.
- If a student requires any changes to the standard delivery of their program with AHSI, they should request reasonable adjustments via the admissions@ahsi.edu.au

Breaches to the student code of conduct

The following outlines possible breaches to the Student Code of Conduct:

Academic Misconduct

Academic misconduct includes but is not limited to:

- *Contract cheating (submitting assignments in the name of a student that were not created by that student)*– including supporting others in cheating
- *plagiarism, collusion* – including working in groups not approved by the trainer, electronic plagiarism (refer to the ***Plagiarism, cheating and collusion*** chapter in this document)
- *falsifying* information
- *ghost writing* someone else's assignments or answers to questions
- *Sharing the password to the moodle account with other students to see one's answers*
- *Impersonating AHSI staff in front of Publishers and other AHSI partners to obtain free resources or advantages*

Behavioural Misconduct

Behaviours that will not be tolerated include but are not limited to:

- **Major offences**
  - Breaches of Commonwealth or State law which underlie AHSI's operations.

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the Colleges
- Refusing or failing to identify themselves truthfully (either for enrolment or during video conferencing classes where the trainer requests to have the cameras turned on, on the premises of workplacement partners, during visits organized by AHSI to different places of worship, libraries, court, etc)
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate Institute activity or, by act or omission, disrupts the peace or good order of the Institute or workplacement provider premises
- Acting in a way that causes students or staff or other persons within the Institute to fear for their personal safety
- Acting in a way that causes damage to AHSI's property
- Willfully obstructing or disrupting any official AHSI meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, ability, sexual preference or religious belief
- Willfully damaging or wrongfully dealing with any College property, or the property within the Colleges of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol.
- Possession of dangerous articles or banned substances
- Trespassing or knowingly entering any place within the premises of the Institute that is out of bounds to students
- Engaging in abusive behaviour verbally and/or physically
- Rudeness or aggression towards fellow students or teachers and staff of AHSI
- Any form of bribery, flattery, coercive behaviour or cheating
- Making threats to staff or colleagues
- Displaying risky, unruly and disrespectful and disruptive behaviour in the classroom, during breaks, during visits to other places while under AHSI supervision, or under the supervision of AHSI workplacement Partners

- **Minor offences**

- Making a false representation as to a matter affecting student status such as medical condition, absence from a class, payment of fees, etc (minor if this is a one-off)
- Sleeping in the class during lectures

- Inappropriate use of electronic devices during class time, including, but not limited to mobile phones, iPods, iPad, video recorders and any other devices of a similar nature. Inappropriate usage refers to the use of devices in the classroom for anything other than educational purposes, including, but not limited to, accessing social media, entertainment, and making or receiving phone calls and texts.
- Failing to comply with the reasonable directions of the AHSI trainers and staff (if this is the first time, if the behaviour is repeated it is a Major)
- Speaking in another language than English in front of colleagues and staff that do not understand the language
- Demanding information that is not relevant to the course of study and is personal to the trainers. Demanding information about the financial aspects of the Institute.
- Asking trainers to speak with agents or undertake tasks on the student's behalf

Consequences of breaching the student code of conduct

The Admissions Officer will determine the level of the misconduct breach and will take appropriate action as determined below. If the breach of the Code of Conduct is severe, the matter will be escalated to the CEO/PEO.

In some behavioural breach cases, the CEO/PEO will seek guidance from the Insurance Broker (that covers the insurance for students while on Workplacement) and if the advice given is that the student's profile presents a risk for the workplacement, the student will not be covered by the Student volunteer insurance.

Not being able to attend the Workplacement component of the courses will automatically disqualify the student from completing the qualification and this will lead to the termination of enrolment.

In such a case, the enrolment will be terminated and the student will be issued with a Statement of Attainment for the Units completed that do not require workplacement. Any advance fees for such units will be repaid to the student upon filling in the Refund form.

NB (nota bene): the majority of the AHSI qualifications require a workplacement component, as per the definitions of the Units of competency in training.gov.au.

First offence and/or minor breaches

The goal of AHSI is to empower trainers to manage situations in their classrooms. Where suitable, situations should be addressed between the trainer and a student by referencing this policy.

Should a situation arise whereby a student is considered to be acting as a first offence and/or minor breach of the Student Code of Conduct or other policies and procedures of AHSI, the Academic Manager should investigate and resolve within 5 business days.

A student facing allegations of misconduct will be provided in writing with specific information about the allegations and with an opportunity for the student to respond and/or provide evidence on this matter.

After the investigation, the CEO/PEO may decide:

- That the investigation concluded that the allegations were not substantiated and no further action was required.
- That the student is directed to cease actions that are subject to the allegation.
- The student is directed to provide a formal apology to the aggrieved party.
- That the student provides an undertaking in writing to not repeat the misconduct.
- The student will be given a written warning.

The student will be advised in writing of the determination and the reasons for reaching the determination.

The Academic and Placements Manager or PEO can refer the allegation to the CEO at any time during the investigation if it becomes clear the allegation is too serious or complex to be dealt with at the local level.

Once the investigation is completed, the Academic & Placements Manager / PEO will include the details of the misconduct and action decided in the student's profile in the Student management system.

If the breach is related to risky behaviour and the student is no longer approved for participating in workplacement, then the enrolment will be terminated as soon as possible and the unused fees will be refunded.

Repeated offence and/or major breaches

In cases of serious misconduct or repeated offence, this must be referred to the CEO/PEO. In cases of criminal offences, AHSI will immediately refer the matter to the relevant external authorities (Police, Department of Human Affairs, etc).

Any student facing allegations of misconduct will be provided with specific information about the allegations and with an opportunity to respond and/or provide evidence on the matter. After investigating, the Director of Academic & Student Engagement (or delegate) may make one of the following determinations:

- that no further action is required, as the investigation concluded that the allegations were not substantiated.
- that the student is given a second and final written warning.
- that the student pays restitution to the value of repair/replacement costs for property damaged or stolen.
- that the student's outcome be adjusted to Not Yet Competent (where the misconduct involved a form of academic misconduct relating to the subject). Note: this may result in non-issuance of a qualification or the revocation of a previously provided qualification.
- that the student's enrolment be suspended for a defined period. For further information, please see the *Deferral, Suspension and Cancellation Policy and Procedure*.
- that the student's enrolment with AHSI be cancelled. For further information, please see the *Deferral, Suspension and Cancellation Policy and Procedure*.

In determining the penalties, AHSI will take into account:

- the nature and seriousness of the misconduct.
- the student's previous record of misconduct and the penalties imposed.
- whether there are any mitigating circumstances.
- Whether there are compelling and compassionate circumstances
- whether the student admits their misconduct and has expressed remorse.
- the potential impact on the student, including their capacity to complete their course.
- the potential impact on any other students or staff members involved.
- The potential impact on the Clients/Participants/Patients of the workplacement provider – should the student continue or commence the Workplacement.

The student will be advised in writing of:

- the determination and the reasons for reaching the decision.
- For international students, if the determination was a suspension or cancellation of the student's enrolment, AHSI will send a notification with an intention to suspend or cancel the student's enrolment. Once the internal appeal process is complete, AHSI will notify the Department of Home Affairs through PRISMS.

Once the investigation is completed, the CEO/PEO will include the details of the misconduct and action decided in the student's profile in RTOManager.

The availability of internal misconduct resolution processes does not preclude AHSI from referring a student to external authorities.

Records of misconduct

When misconduct is determined to have taken place, a full record will be kept of all stages of misconduct proceedings including all actions, evidence, correspondence, meetings and minutes. These records must be saved in the student's profile in RTOManager.

Any email from the student sent to the direct AHSI staff member email must be quoted and copied into RTOManager response to the student or if there is no response, the email will be saved in RTOManager under a folder called Correspondence (in Uploads).

Internal Appeal

Under the Complaints and Appeals Policy, a student may lodge an internal appeal with AHSI against a misconduct decision made under this policy within 20 working days of the date of notification of the decision.

The Procedure for the internal Appeal is shown below:

Student initiates internal appeal	AHSI obligation –
The student applies to appeal the decision made by AHSI to suspend or cancel the enrolment. Student must complete the *Appeal form*	AHSI will review the application within five (5) business days from the receipt of the form. The AHSI academic team may request to interview the student and will make a decision and inform the student within the five (5) business days from receipt of the *Appeal form*. AHSI will also inform the student that a suspension of their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information.
The student will be able to appeal to external bodies within the 20 days from initial appeal	AHSI will inform the student of the final decision within 5 business days from the interview or Intervention meeting. AHSI will maintain the student enrolment while this process is taking place.

Exception to these rules:

If the student lodges a complaint with ASQA, the Overseas Students Ombudsman, or any other external body, AHSI is no longer obliged to follow the internal process and the appeal.

AHSI will suspend the student's enrolment, investigate any complaint (either made by the student or internal complaint against the student) internally and inform the external body of its decision.

Code of conduct – online and virtual delivery

AHSI expects students to behave professionally and respectfully whilst attending face to face as well as online and virtual classes. This includes, but not limited to, forum discussions, webinars, emails, social media platforms.

Interactions with the trainers and other students:

- Communicate with AHSI's team members, trainers and other students politely and in a courteous manner.
- Not use obscene, threatening or disrespectful language or images.
- Consider the views and opinions of others.
- Respond in a timely manner when dealing with requests and requirements of the course.
- Communicate and act honestly.
- Respect any confidential information.
- Acknowledgement and being responsible for their own actions.

- Ensure compliance with AHSI's Policies and Procedures, Student Handbook, legislation and regulations at all times.
- Value diversity and respect differences between people.
- Awareness and respect of cultural backgrounds, race, age, gender, marital status, religious belief, political affiliation, disability or sexual preference.

Online and Virtual Professional Behaviour

- Dress appropriately for virtual classrooms.
- Allow others to speak and respect other's ideas.
- Be aware of any background noise. The student should keep distractions to a minimum or mute the microphone.
- Avoid side conversations or multitasking.
- Turn on the camera if the Trainer requests so
- Turn off your microphone if you are in a noisy environment when you are not speaking
- Dress appropriately for virtual classrooms.
- Allow others to speak and respect other's ideas.
- Be aware of any background noise. The student should keep distractions to a minimum or mute the microphone.
- Avoid side conversations or multitasking.

The attendance will be taken by the trainer every two hours; if you are present online but not responsive, you will be marked absent by the trainer for the entire day.

The procedure outlined above will also apply for any misconduct during online or virtual delivery.

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 workplacement 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 Academic and workplacement Manager
- COVID19 vaccine proof required by most workplacement providers

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 Academic and workplacement 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.
- Students must submit their signed Tripartite Agreement within one week of starting their placement. Failure to submit the agreement within this period may result in the cancellation of the placement.

If the Workplacement provider lodges a complaint against a student or terminates the Workplacement due to the student's misconduct, the student will be informed and invited to discuss with the Academic & Placements Manager the issue.
If the student is offered a second and final Workplacement, this will incur a fee as per the Fees table shown earlier in the document.
If the student commits another breach of the Code of Conduct in the second workplacement, then AHSI will no longer organise a third one. The responsibility will belong to the student to find a third provider. This provider must however sign the Workplacement contract/MoU (Memorandum of understanding).

Before we organize your WP, please ensure that all outstanding dues are cleared. If you're unable to settle your fees within the given timeframe, you may apply for an extension. Any delays may result in extension of your CoE.

In cases of compassionate and compelling circumstances where you cannot attend your WP, we can hold it for up to two weeks. If you do not return within this period, your WP will be cancelled, and you will need to arrange a new WP independently.

Pregnant Student Guidelines

Pregnant students should be aware that the workplacements provides may not accept those who are obviously/visibly pregnant. WP providers have a duty of care to their clients and may not accept the pregnant students. In this case we defer their studies for upto six months with an extension to your CoE. A certificate from your health practitioner(GP,midwife or Obstertrician), that identifies your approximate due date and that you are able to cope with demands of your studies may also be required.

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.

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.

Recordings photos media

Your photo and details will be recorded by AHSI in its student management system RTOManager.

You will be recorded in all meetings that are conducted face to face and also via video conferencing means. You will participate in the NSW Government COVID app and login in when you come to the premises of AHSI.

You may have to use the Face/Fingerprint recognition system when you come to any of the AHSI premises.

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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 is 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 5 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, Academic and workplacement 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 take the matter to an external body such as the Overseas Students Ombudsman.

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.

You are required to collect the certificate in person. If necessary, certificates may be sent by mail after submitting all required documents and approvals.

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
11/03/2021	5.2	MS & SS	Addressed scope of practice issue
28/07/2021	6.0	JC, KD, NL, MS	Change the Deferral, cancellation, suspension and withdrawal policy and procedure Added COVID19 vaccination
17/11/2021	7.0	MS, KD, NL	Improved the code of conduct and the conditions for wp
21/01/2022	7.1	MS, NL	Added requirement for camera to be switched on during zoom classes and the NoC (No objection Certificate)
3/06/2022	8.1	MS	MS added the workplacement rules and code of conduct applying to relatives/ friends/ support persons of the student Support plans fee of $250
08/08/2022	8.2	MS	Added CoE deferment fee & conditions and escalation for student support and risks/issues
09/08/2022	8.3	MS	Added the limit of 3 units for Credit transfer and RPL
23/08/2022	9.0	MS	Clarified compelling and compassionate circumstances and added the 10% term fee.
01/09/2022	9.1	MS	Changed % for deferment – following AB meeting – to 50% in addition to the normal fees
02/10/22	9.2	MS	Small corrections to addresses
16/12/2022	9.3	MS & JC	Clarified the $150 fee for all students (inc former 4life)
14/04/2023	10.0	AHSI	Added the additional fee if a student defers the term and this term is used in its majority/entirely for workplacement
08/01/2023	10.1	AHSI	No refund for fee paid to secure second or third course enrolment
12/12/2023	11	AHSI	Correction of typos
02/02/2024	11.1	AHSI	Additional info to the student visa rejection cases
16/04/2024	12	AHSI	Added conditions for workplacement rules breach
14/06/2024	14	AHSI	Added conditions for workplacement provider termination of contract due to student behaviour
12/07/2024	14.1	AHSI	Added compulsory method of communication unless there is a physical emergency, in which case, the AHSI staff member must write an Incident report and send it to the CEO.
04/02/2025	14.2	AHSI	Added conditions for workplacement logbook submission for all courses Added conditions for Tripartite Agreement Added a fee for the workplacement in the Diploma of Community Services course Changed ACWA's name to CWA to reflect their change of name Added condition for credit transfer for the CHC52021 Diploma of Community Services course
10/03/2025	14.3	AHSI	Added new courses Clarified on attendance requirements Added CoE Extension Fees Added fees for missing special community events Added conditions for Workplacement Rules Removed fines which are no longer relevant Added Provision in regards to certificate collection Added provision for pregnant student guidelines
23/04/2026	14.4	AHSI	Added new courses and updated PO box address
05/11/2026	14.5	AHSI	Added Compulsory Workshop Non-Attendance Fee and Updated the Principal CoE information to reflect the 12-month requirement.

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Email: admissions@ahsi.edu.au Web: www.ahsi.edu.au

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:_____