Student Information Handbook

2017

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GENERAL INFORMATION
Introduction

Welcome! Congratulations on choosing to study at the Australian Institute of Translation and Interpretation P/L (AITI).

The purpose of this Student Information Handbook is to introduce the services available to you at AITI.

AITI is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the Translating and Interpreting Industry.

AITI currently has the following nationally accredited qualifications on its Scope of Registration:

* PSP60816 Advanced Diploma of Translating

* PSP50916 Diploma of Interpreting

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training. We ensure that all our students receive the in-depth learning and ample support they deserve. All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

About AITI

Operating since 2006, AITI is a provider of high quality education services boasting an exceptional teaching team – most of our translating & interpreting trainers hold NAATI (National Accreditation Authority of Translators and Interpreters) Professional Level (Level 3) accreditation or above, and many have PhDs or Masters degrees. With many years of extensive teaching and vocational experience, they are amongst the best in the field of translation and interpretation.

AITI's Campus is equipped with up-to-date computers with broadband internet access, audio-visual facilities and a special translation reference library to provide students with a comfortable and inviting study environment that is rich with resources.

Should you have any enquires or questions, you can contact AITI's Office by telephone and email, or simply visit us in person.

AITI Melbourne Head Office
Level 5,20 Queen Street, Melbourne, VIC3000, Australia

AITI Adelaide Campus
Level 1, 38 Gawler Place, Adelaide, SA 5000, Australia

Student Administration department:
 (61-3) 9620 1618 (Melbourne)
 (61-8) 7088 2778 (Adelaide)

Email: [Melbourne]info@aiti.edu.au

[Adelaide]adelaide@aiti.edu.au

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Facilities and Resources

Classrooms: AITI's air-conditioned classrooms are bright and spacious, with comfortable seating and table arrangements. Wireless broadband access and audio-visual equipment (including data projectors) enable AITI's trainers and students to harness a range of technologies within the classroom.

Library

AITI has a library dedicated to translation/interpreting and language studies which directly contributes to the student's training and assessment progress by providing resources in an environment conducive to training, learning and research. The collection includes but not limited to:

- Monolingual and bilingual dictionaries

- Monolingual books (either in English or LOTE)

- Bilingual books (in both English and LOTE)

- Monolingual and bilingual magazines

- Monolingual and bilingual CDs, VCDs and DVDs (many with subtitles)

Computer Lab: There are sufficient student computers networked together in AITI's Campuses. All computers are installed with Microsoft Office Suite software, specialized translating/interpreting software and have Broadband Internet access. Wireless Broadband Internet access is also available to students for access from personal laptop and notebook devices. A technician is available for trouble shooting and technical support.

Student Facilities: the AITI Student Breakout areas provide lounge areas for students with kitchenette meal preparation area which includes microwave ovens, refrigerators, sink area, and chilled drinking water. Male and Female bathroom facilities are also available.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at AITI will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all AITI staff are responsible for providing support to students, AITI also provides access to the dedicated Student Support Officers who are available to all students on an appointment basis throughout standard AITI business hours. Students can access the Student Support Officers directly or via Student Administration to organise an appointment as soon as practical. If there is any assistance you need in any area, study or personal, for any reason, please do not hesitate to contact the Student Support Officers. AITI is here to support you!

Currently, the roles of Student Support Officers are maintained by the persons detailed below:

Name: Nada **Ph:** 039620 1618 **Email:** aitiadmin@aiti.edu.au

Name: Iris Ni **Ph:** 039620 1618 **Email:** iris.ni@aiti.edu.au

Name: Kristy Li **Ph:** 039620 1618 **Email:** compliance@aiti.edu.au

Name: Effy Xia **Ph:** 039620 1618 **Email:** effy.xia@aiti.edu.au

Name: Benjamin Law **Ph:** 039620 1618 **Email:** trainingadmin@aiti.edu.au

Name: Vicky Duan **Ph:** 08 7088 2778 **Email:** adelaide@aiti.edu.au

Name: Sophia Mao **Ph:** 08 7088 2778 **Email:** adelaide2@aiti.edu.au

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The Operations Manager is also able to provide links to external sources of support in cases where AITI staff-members are not qualified or it is in the student's best interests to seek professional advice. Currently, the role of Operations Manager is maintained by the person detailed below:

Name: Eric Pan   **Ph:** 03 9620 1618   **Email:** eric.pan@aiti.edu.au

In the case of an emergency the student must contact '000' via telephone to report the emergency to the appropriate authorities.

AITI Equity Commitment

All AITI staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. AITI has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

AITI acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Charter of Human Rights and Responsibilities Act 2006 (Vic)
- The Age Discrimination Act 2004 (Commonwealth)
- The Disability Discrimination Act 1992 (Commonwealth)
- The Racial and Religious Tolerance Act 2001 (Commonwealth)
- The Sex Discrimination Act 1984 (Commonwealth)
- The Privacy Act 1998 (Commonwealth)

(All legislation can be accessed at: www.comlaw.gov.au)

AITI fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All AITI staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.
If you believe you have been treated unfairly by an AITI Representative, please contact the Operations Manager on 03 9620 1618.

Occupational Health and Safety

AITI complies with all relevant Occupational Health and Safety legislation. Trainerswill actively take steps to identify hazards that could cause harm to students in the learning environment.   Where possible, the trainerswill take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Standards for NVR Registered Training Organisations, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student. A copy of the Privacy Policy Statement is listed within this Student Information Handbook (see Appendix 3).

Access to Student Records

Access by students to their personal records is available upon request to the Student Administration Department. Students may contact Student Administration to discuss a suitable time to view their file; access will only be granted once a student can confirm their identification.

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Student access to the file will be granted only when written notification is received and the Admissions/Admin Officer has validated the student's identification. Access shall be provided within 2 days of confirming the student's identification.

STUDENT REQUIREMENTS

Unique Student Identifier(USI)

From 1 January 2015 it is now a requirement that all students require a USI (Unique Student Identifier) number for all studies. Please note that if you do not supply your Training Organisation with a USI number, the Training Organisation is not legally able to issue you with your Statement of Attainment or qualification certificate. Step by step Instructions of how to create USI can be found on AITI's notice board, and a soft copy will be emailed to you after course commencement. The USI you provide to AITI will be recorded into the Student Management System and will be controlled and stored securely.

International Students Academic Progress

International students are required to maintain satisfactory academic progress as a condition of their Student Visa. This progress is also monitored by AITI and support and guidance will be given where progress is not being achieved. Where a student fails over 50% of the enrolled units over two consecutive Terms, AITI is obliged to notify DIBP (Department of Immigration and Border Protection). Where this occurs a student's visa status may be affected. Intervention strategies will be implemented for students who are at risk of not achieving a satisfactory academic progression.

Student Conduct

Students are required to follow all rules of AITI and the instructions from staff representing AITI.

Students are required to act in a non discriminatory manner at all times and respect the rights of other students, staff and visitors. Bullying, harassment, or any form of discrimination will not be tolerated by AITI. Students are also required to adhere to academic rules and regulations as directed by AITI or its representatives.

Where a student is found to have acted in a way that AITI deems to be misconduct, AITI may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.

Student Attendance and Behaviour

Students are required to follow all AITI rules and instructions from staff representing the organisation, act in a non- discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer (or the Student Administration Department) if they are unable to attend a training session for whatever reason.

Students are also required to adhere to AITI's academic rules and regulations. If a student is found to have acted in a way that AITI deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Please note: *where the student breaches AITI Policies and Procedures and is therefore cancelled from the course, no refund of course fees will be payable.*

Academic Misconduct

Students at AITI are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following definitions and information should help you avoid unintentional academic misconduct.

Plagiarism: the act of presenting another person's work as your own, and failing to acknowledging that the thought, ideas or writings are of another person. Specifically it occurs when:

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- other people's work and/or ideas are paraphrased and presented without a reference
- other students' work is copied or partly copied
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page.

Cheating: to act dishonestly or unfairly in connection to an assessment conducted by AITI. To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material
- You should name sources for any graphs, tables or specific data, which you include in your assignment
- You must not copy someone else's work and present it as your own.

Trainers and Assessors will check students work for any plagiarised content or cheating that has occurred. Please uphold the integrity of AITI and avoid cheating or plagiarising.

Any form of misrepresentation, cheating or plagiarism in the final accreditation exam will automatically lead to disqualification from the examination.

Special Consideration

Special considerations may be granted when factors beyond a student's control have affected academic performance in an exam, assessment, or during the semester. Students should first discuss any issues that are affecting study with their Trainers. If further assistance is required, please contact the Admission/Admin Officer for an appointment. In the circumstances where special consideration is required, students shall submit the Special Consideration Application form to AITI within one week of the deadline of the subject event (i.e. exam, assessments etc.). Submissions outside the timeframe will not be assessed for special consideration purpose.

DEFERRING, SUSPENDING OR CANCELLING AN ENROLMENT

Students are able to initiate deferral, suspension or cancellation of their studies only in limited circumstances or may have their enrolment suspended by AITI due to misbehaviour. A student enrolment may be cancelled where a serious breach of Visa or enrolment conditions has occurred.It is important to note that deferring, suspending or cancelling a student's enrolment may affect the student's Visa.

Student Initiated Deferral or Suspension

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so.

AITI is only able to temporarily defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- 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 student (these cases should be supported by police or psychologists' reports)
- Where AITI is unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

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- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an *Application to Defer, Suspend or Cancel enrolment* form and submit to the Student Administration Department. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral of the start date of their studies.

- A student wishing to temporarily suspend their studies after commencement must complete an *Application to Defer, Suspend or Cancel enrolment* form and submit to the Student Administration Department. This application for suspension of study must include (in detail) the 'compassionate or compelling circumstances' to support the temporary suspension of studies.

- Should a student make a decision to defer the study without compassionate or compelling grounds, such deferral application shall be submitted within 2 weeks from the course commencement date.

Student Initiated Cancellation

A student may cancel their enrolment where they have decided to discontinue studying with AITI. **Please note:** *Students wishing to transfer their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. Further information can be gained from the Transfer between Providers Policy and Procedure.*

- Students wishing to cancel their enrolment must complete an *Application to Defer, Suspend or Cancel Enrolment* form and submit to Student Administration (for tuition fee refund details, see Appendixes6&7 for the *AITI Refund Policy* and *AITI Terms and Conditions of Acceptance*).

Provider Initiated Deferral

AITI may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason AITI deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please refer to the *AITI Refund Policy* provided in this Student Information Handbook (see Appendix 6).

Provider Initiated Suspension or Cancellation

AITI may suspend or cancel a student's enrolment where they have not paid fees as documented in their written agreement or have behaved in a manner that is not appropriate for an education setting, such as misbehaviour. Such actions may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying, as well as acts of cheating or plagiarism.

Such acts of misbehaviour will be classified into one of two categories – Academic Misconduct or General Misconduct. Where the Academic or General Misconduct is considered severe enough, AITI has the right to cancel the student enrolment.

Further details on deferrals, suspensions, and cancellations can be found within the documented policy and procedure.

COMPLAINTS AND APPEALS

Students have access to AITI's complaints and appeals policy and procedure. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against AITI.

The definition for a complaint and an appeal are as follows:

- *Complaint:* Initial notification of your dissatisfaction or an issue that has occurred

- *Appeal:* Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a formal complaint to AITI relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to Student

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Administration or directly to the Compliance officer. All complaints are handled with confidence and are reviewed by the Operations Manager. A student may also appeal a decision made by AITI through internal appeals processes. Students also have access to external appeals processes and these are described in detail within the *Complaints and Appeals Policy and Procedure*.

Please note: Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

All students have access to the *Complaints and Appeals Policy and Procedure* and the *Complaints and Appeals Form*, which are listed as Appendixes to this Student Information Handbook (see Appendix 2 and Appendix 3). Copies can also be provided by the Student Administration Department at any time upon request. Please read Appendix3 for more details about the complaints and appeals process.

INFORMATION FOR INTERNATIONAL STUDENTS

General Information on Living and Studying in Australia

Australia provides a world-class education environment where students are encouraged to develop creativity and independent thinking. Students who successfully complete their studies in Australia have excellent career prospects, and are well regarded globally by large businesses and government departments. Undergraduates from Australian institutions are also readily accepted to undertake postgraduate studies by first-class universities world-wide.

Australia enjoys some of the best living standards in the world, where excellent living conditions are supported by well-developed infrastructure that includes state-of-the-art communication facilities, broadband internet access, first-rate health-care services, modern public transportation, and world-class shopping.

Influenced by its multicultural ethnicity, Australia has a rich variety of food and cuisine choices. Australia also has a unique natural environment – while experiencing the urban landscape to its fullest, students can also embrace the spectacular natural landscape within a short distance of the metropolitan area.

Personal safety is always one of the biggest concerns for overseas students and their parents, however Australia is home to migrants from 140 countries, making it one of the most diverse multicultural populations in the world. Melbourne in particular proudly boasts a large Chinese population (one of many ethnic groups),and the local community takes great pride in creating an exceptionally safe, open, welcoming and friendly society for all.

Generally speaking, international students are highly valued for the contributions they can make to campus life, education institutions, and the broader community. Multicultural Australia is a safe, stable, friendly, harmonious, and highly developed English speaking country offering students the opportunity to live and study in peace and comfort within an educational and social environment that encourages them to achieve their best.

Airport Pick-Up

Airport Pick-Up services are available to collect students from the airport on their arrival and transport them to their accommodation. An indicative cost of Airport Pick-Up is typically around A$150 – students who wish AITI to arrange Airport Pick-Up with a third party provider on their behalf should contact AITI during their enrolment.

Accommodation

Costs for Home-Stay accommodation in Melbourne typically range between A$200.00 and A$300.00 per week. Students who wish AITI to arrange Home-Stay accommodation on their behalf through a third party provider should contact AITI during their enrolment.

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Students may also consider renting a house or a flat. The following provides an indication of prices for an unfurnished property within the vicinity of AITI's Melbourne campus. Real Estate Agents usually require a bond equal to at least 4 weeks rental which is refundable at the end of your term, provided the property has not been damaged.

Indicative rental rates in Melbourne are listed below:

Type of Accommodation	Indicative rental rate
One bedroom flat	$200.00to $300.00 per week
Two bedroom flat	$220.00 to $400.00 per week
Three bedroom house	$250.00 to $500.00 per week
Four bedroom house	$300.00 to$600.00 per week

Indicative Costs of Living

Australia represents fantastic value for money to those seeking a combination of high quality education and excellent living standards – comparatively, living expenses and tuition fees are much more affordable than some other countries, while education standards remain world-class.

Australia enjoys some of the best living standards in the world. Realistic average annual living expenses are around $18,610 Australian dollars, which cover expenses for food and accommodation, clothes, recreation, transport, travel, telephone, and other miscellaneous costs. Expenses may vary according to location, the education course, and lifestyle.

Indicative general living expense rates in Melbourne are listed below:

Type of Expense	Indicative Cost (per week)
Accommodation	$80.00 to $300.00
Food	$60.00 to $150.00
Travel	$30.00 to $50.00
Gas, Electricity, Phone	$40.00 to $60.00
Miscellaneous	$50.00 to $100.00
TOTAL	**$290.00to $660.00 per week**

* The information is indicative only. Living expenses may vary in circumstances.

Financial Requirements

Student Visa holders must have enough money to pay for travel and tuition as well as living expenses for themselves, their spouse, and dependent children for the duration of their stay in Australia. You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session. However, this should not be considered as the only source of income.

The table below outlines the amounts in Australian dollars (AUD$) required. These amounts are the minimum required for a student visa, and do not necessarily represent the cost of living in Australia.

Expenses	Per Person	Amount required in A$
Travel	**Yourself**	Return air fare to Australia

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	Family members	One return air fare to Australia per person
Tuition	**Yourself**	Course fees
	School-age Children aged 5-18	A$8,000 per year
Living	**Yourself**	A$18,610 per year
	Partner	A$6,515 per year
	First child	A$3,720 per year
	Each other child	A$2,790 per year

Medical and Hospital Insurance

Overseas students are required to pay an Overseas Student Health Cover charge applicable to the length of their stay in Australia.

The charge as of 1 January 2016 is as follows:

Twelve months: $439.20-$600 per person (quoted from oshcaustralia.com.au)

As a condition of the student visa, Students are required to complete the appropriate documentation and pay for cover before arrival in Australia. Students who wish AITI to arrange Medical and Health insurance on their behalf should contact AITI during their enrolment.

International Students with Families

If you are applying to study in Australia for less than 12 months, your family members are **not** eligible to come with you to Australia. However, you **must** show that you have enough funds to support your family members in your home country, taking into consideration the standard cost of living in that country.

For students who are studying in Australia for longer than twelve months and have family members that will accompany them, there are particular immigration requirements. Adequate schooling arrangements must be made for children between the ages of 5 and 18 while they are in Australia. **Please note:** *government and private schools in Australia charge fees.*

Spouses of individuals who are granted a Student Visa may automatically study in Australia for up to 3 months, however if they want to study beyond this time then they are required to enrol in a CRICOS registered course and apply for a student visa of their own right.

Visa Requirements

Applicants must meet certain standards for the issue of an Australian Visa:

- English language proficiency
- Have sufficient financial capacity to cover all expenses during their entire stay in Australia, including return airfares and cost of living.
- Be genuinely seeking temporary entry for study purposes only and must agree to leave Australia when the course is completed.
- Be of good health
- Please note that entry to Australia on a student visa is permitted for full-time study only.

For detailed and most updated information on how to apply for a student visa, please visit DIBP's website at www.immi.gov.au.

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PLANNING FOR TRAINING

Competency-Based Training and Assessment Process

Competency-Based Training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training will occur in a classroom environment.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Once the student commences a nominated course, AITI will deliver the Training Program using competency based training principles and practices in accordance with the Standards for NVR Registered Training Organisations. Where a student has undertaken an assessment and it has been marked as 'Not Yet Competent' (NYC), they can apply for re-sitting the test/or have a re-assessment (re-sit of an assessment task or test fee may apply). If they are deemed 'NYC' for a second time they are to re-enrol into that unit. This will include repeating a unit fee for the applied unit(s).

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.AITI will ensure the following definition of Credit Transfer is implemented:

- **Credit Transfer:** Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by AITI. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience.   The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Students applying for RPL must provide evidence to the satisfaction of AITI. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all students upon request.

Please note: *RPL cannot be granted for part of a unit. Any applicant may appeal in writing to the Operations Manager against a decision regarding RPL by following the* Complaints and Appeals Policy and Procedure.

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Language Proficiency

AITI recognises that Language Proficiency is an integral skill required for success in the translation and interpretation industry and is therefore an important component of training. As all students are individuals with different life experiences, Language Proficiency skills vary.

As part of the enrolment process, the student will need to complete an intake test in the languages of English and LOTE (Language Other Than English i.e. Chinese) which will be used to assess the ability of the student.

Some students may be referred on for special help as required. We encourage students with Language Proficiency concerns to undertake additional training; a range of support services can be provided for the student upon request. *If you have a Language Proficiency concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.*

NAATI Approved Course

Students who complete an AITI qualification that is a NAATI approved course will be offered the opportunity to receive recommendation by AITI to NAATI for accreditation at a level that is relevant to the skills outcome of the qualification completed. Students who wish to be recommended by AITI to NAATI for accreditation must:

- enrol in an AITI course with current NAATI course approval
- achieve the qualification
- demonstrate a required level of performance in a final examination

For more detailed information about how successfully completing this course can result in an AITI recommendation for NAATI Accreditation, please read the Course Outline.

Please note that NAATI's Approved Courses system of VET and Higher Education institutions will be superseded by a system of Endorsed Qualifications (EQ) after 1 January 2018.

For most updated information about NAATI approved courses and the Endorsed Qualifications (EQ) system, please visit the NAATI website at www.naati.com.au

FEEDBACK FROM STUDENTS

Student Evaluations

AITI fully appreciates and acts accordingly to any feedback that you give us. Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for AITI to address any immediate areas of concern.

Feedback shall be gained from the student at various points throughout the program at an informal level. AITI shall also conduct formal feedback at three (3) occasions throughout the student course (induction, midpoint and completion):

Induction Feedback: The purpose of this evaluation is to obtain student feedback on the pre-enrolment information provided by AITI and the Education Agents that represent AITI. This survey will be conducted during the student's induction at AITI.

Midpoint Feedback: At the midpoint of a student's course of study, the student will be asked to complete a Midpoint Feedback Survey. This allows AITI to ensure that the student is satisfied with the services that AITI is providing and that they are receiving the services outlined in their enrolment information. A summary of the feedback collected is presented for review through AITI Meetings where required action can be determined.

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Completion Feedback:

Students are also asked to complete a *Learner Questionnaire* upon completion of their course of study. This evaluation requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Training Staff
- Facilities
- Resources

Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

COURSE INFORMATION, ENROLMENT, FEES/CHARGES/REFUNDS

Course Information

Prior to enrolment, we will provide all students with course information, including content and vocational outcomes. Please refer to individual Student Course Outline Brochures for course details, entry requirements, tuition fees, the enrolment process and related information.

Enrolment Process

Please Note: *All information collected during Enrolment is used for administrative and statistical purposes and will remain confidential.*

Domestic Students

1. Read and understand the information contained in the *Student Information Handbook* (available from AITI's Student Administration Department, online at www.aiti.edu.au, or authorised AITI Education Agents).

2. After selecting a course of study you wish to undertake, read and understand the associated *Student Course Outline* (available from AITI's Student Administration Department, online at www.aiti.edu.au, or authorised AITI Education Agents).

3. Complete an AITI *Application* form, and attach copies of any required documentation (e.g. photo ID, IELTS certificate, and education qualifications).

4. Undertake the intake test, attach to the *Application* form, and return all documentation to AITI.

5. If your application is accepted by AITI, you will then receive an AITI *Letter of Offer* and an *Offer Acceptance/Enrolment Agreement* form, which you must read carefully and complete all details before signing to show that you understand and agree to all of the information provided.

6. Return all documents to AITI.

7. Provide AITI with the tuition payment and begin your studies!

International Students

1. Read and understand the information contained in the *Student Information Handbook* (available from AITI's Student Administration Department, online at www.aiti.edu.au, or authorised AITI Education Agents).

2. After selecting a course of study you wish to undertake, read and understand the associated *Student Course Outline* (available from AITI's Student Administration Department, online at www.aiti.edu.au, or authorised AITI Education Agents).

3. Complete an AITI *Application* form, and attach copies of any required documentation (e.g. passport, IELTS certificate, education qualifications).

4. Undertake the intake test using the Intake Test Form, attach to the *Application* form, and return all documentation to AITI.

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5. If your application is accepted by AITI, you will then receive an AITI *Letter of Offer* and an *Offer Acceptance/Enrolment Agreement* form, which you must read carefully and complete all details before signing to show that you understand and agree to all of the information provided.

6. Return all documents to AITI along with the tuition payment.

7. Once confirmation of payment is received, AITI will issue you a CoE (Certificate of Enrolment).

8. You are advised to check all CoE details carefully and contact the Student Administration Department about any discrepancies immediately – incorrect enrolment information may affect student visa outcomes.

9. Once you have confirmed your CoE is correct, you can apply to DIBP (Department of Immigration and Border Protection) for a Student Visa (for further general information about student visa conditions please refer to Student Information Handbook. For further detailed information, please contact DIBP directly at the website www.immi.gov.au or call 131 881).

10. Once you receive your Student Visa*, you can then begin your studies!

*Refer to the *AITI Refund Policy* and *AITI Terms and Conditions* for details regarding the refund of tuition fees in the case of visa refusal.

All information collected during Enrolment is used for administrative and statistical purposes and will remain confidential.

Fees, Charges and Refunds

For up to date information relating to course dates and fee schedules please refer to our Course Fee List and the Student Course Outline.

Please note: *AITI may update fees and charges from time to time and it is recommended potential students contact AITI to ensure the most up to date information is obtained.*

Course Fee Refunds: All applications for refunds must be made in writing by way of the *Refund Application Form* available from Student Administration and submitted to the Admissions/Admin Officer. The *AITI Refund Policy* and *AITI Terms and Conditions of Acceptance*are listed as Appendixes to this Student Information Handbook (see Appendix 6 and Appendix 7).

ENTRY REQUIREMENTS

English Language Requirements

All ESL (English as Second Language) applicants must demonstrate proficiency in English with an IELTS score of 6.5 for the PSP60816 Advanced Diploma of Translating or IELTS score of 6.0 for PSP50916 Diploma of Interpreting, or completion of a recognized Degree or Diploma or equivalent in any discipline from an English speaking country. In addition, all students are required to undertake an entry test to demonstrate adequate competency in both English and LOTE (Language Other Than English) as part of the enrolment process.

Further information on this requirement can be gained by contacting either AITI directly, or from your Education Agent.

If a student is having issues with language proficiency during the course, students may be referred to support services for help as required. **Please note:** *If you have a Language Proficiency concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer/ Assessor.*

FURTHER INFORMATION

For any further enquiries, please contact:

AITI MELBOURNE HEAD OFFICE

Level 5, 20 Queen Street, Melbourne, VIC3000, Australia
Telephone: (61-3) 9620 1618
Email: info@aiti.edu.au

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AITI ADELAIDE CAMPUS
Level 1, 38 Gawler Place, Adelaide, SA 5000, Australia
Telephone:(61-8) 7088 2778
Email: adelaide@aiti.edu.au
Please note: Where there are any changes to agreed services including Training and Assessment and/ or student support services, AITI will advise you as soon as practical.

Appendix 1   ESOS Framework (for International Students Only)

To be granted a student visa to study in Australia, you must enrol with a provider in a course found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au.

In order to ensure that overseas students studying in Australia receive quality education, The Australian Government has established laws to protect overseas students, called the ESOS framework. The ESOS framework includes the *Education Services for Overseas* (ESOS) *Act* 2000 and the National Code 2007.

The ESOS framework outlines your rights and responsibilities as an overseas student undertaking study in Australia on a student visa.

You have the right to:	You have a responsibility to:
Receive accurate and up-to-date information about your course (including costs) by your provider and your provider's agent	Ensure you understand the information given to you about your course before enrolling
Sign a written agreement to the conditions, costs and services of the course	Meet the terms of your signed written agreement
Consumer protection that entitles you to receive a refund or be placed in another course, if your provider is unable to teach your course after commencement	Satisfy and uphold the conditions of your visa and maintain your Overseas Student Health Cover
Support Services, orientation information and Contact Officer for overseas students	Inform your provider of any changes in your contact details including your address
Information about your provider's policies on: RPL, CT, Deferral, Suspension, Cancellation, Satisfactory Progress Requirements, Attendance Monitoring and Complaints and Appeals	Maintain course requirements including attendance and satisfactory progress

The ESOS framework – providing quality education and protecting your rights

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Appendix 2　Complaints and Appeals Policy & Procedure

Scope
Complaints and appeals can relate to AITI and its staff, students, third parties providing services on AITI's behalf (such as agents).

1. Policy

This policy/procedure supports AITI in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by AITI will be viewed as an opportunity for improvement and contribute to AITI's Quality Assurance procedure.

Despite all efforts by AITI to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution.

The following procedures provide opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the complainant (unless referred to a third party; see procedure for more details).

Please note: This policy should be applied in conjunction with reference to the *Access and Equity Policy & Procedure*.

2. Procedure

The *Complaints and Appeals Policy and Procedure* and applicable forms are made available to all potential complainants by directly contacting the Student Administration Department at AITI, through AITI's website, and within the Student Information Handbook.

2.1 General Complaints
Where possible, all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue. Any staff member can be involved in this informal process to resolve issues, but once a formal complaint/appeal has been received by AITI, the following procedures must be followed:

- Any staff, student, potential student, or third party may submit a formal complaint to AITI with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to an independent party.

- Complainants have the right to access advice and support from external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's cost unless authorised by the PEO.

- Any person wishing to submit a formal complaint or appeal can do so by completing the *Complaints and Appeals Form*, stating their case and providing as many details as possible. This form can be accessed by contacting Admin Officer at AITI, or through the AITI website.

- All formally submitted complaints or appeals are submitted to the Admin Officer or the Compliance Officer.　Complaints are to include the following information:
    - Submission date of complaint
    - Name of complainant;
    - Nature of complaint ;
    - Date of the event which lead to the complaint
    - Attachments (if applicable)

- Once a formal complaint is received, it is to be entered into the *Complaints and Appeals Register* by whoever accepted the form (i.e. Admin Officer or the Compliance Officer) which is monitored by the

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Compliance Officer regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant
- Description of complaint / appeal
- Determined Resolution
- Date of Resolution

- A student may be assisted or accompanied by a support person throughout the process at all times regardless of the nature of the issue or complaint.

- After the formal complaint has been received and logged in the *Complaints and Appeals* register, it will be acknowledged in writing and will be referred to the Operations Manager for resolution, who shall liaise with appropriate staff as required, or make a decision on the complaint within 10 working days and will keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

- All parties involved in the allegations are to be informed of receipt of the complaint and will be provided an opportunity to present their side of the matter during the investigation.

- Where the Operations Manager and/or the CEO consider more than 60 calendar days are required to process and finalise the complaint, AITI shall

  ➤ a. inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and

  ➤ b. regularly updates the complainant or appellant on the progress of the matter

- Once a decision has been reached, the Operations Manager shall notify the Admin Officer to inform all parties involved of any decisions or outcomes that are concluded in writing. The complainant shall also be made aware within the notification of the outcome of the formal complaint that they have the right of appeal. To appeal a decision, AITI must receive the grounds of the appeal in writing. The complainants are referred to the appeals procedure (see sections 2.2 and 2.3 below).

- The Operations Manager shall ensure that AITI will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, AITI must immediately implement any decision and/or corrective and preventative action required through the *Quality Management Policy and Procedure*, and advise the student of the outcome.

- Copies of all documentation, outcomes and further action required will be securely placed into the *Complaints and Appeals Register* and the complainant's file (student, staff or agent) by the Compliance Officer.

- AITI will identify the potential causes of complaints and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

2.2 Appealing a Decision – Internal Appeals

All complainants have the right to appeal decisions made by AITI where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by AITI may include:

- Assessments conducted

- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment

- Or any other conclusion/decision that is made after a complaint has been dealt with by AITI in the first instance.

- To activate the appeals process, the complainant must complete a *Complaints and Appeals Form* to be submitted to either the Admin Officer or Compliance Officer. The form is to include a summary of the grounds upon which the appeal is based upon. The reason the complainant feels the decision is unfair

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must be clearly explained – help and support with this process can be gained from the Admin Officer or the Compliance Officer.

- The Operations Manager/CEO shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

- All parties involved in the appeal allegations are to be informed in writing acknowledging receipt of the appeal and will be provided an opportunity to present their side of the matter during the resolution process.

- Where the Operations Manager and/or the CEO consider more than 60 calendar days are required to process and finalise the appeal, AITI shall

  - ➢ a. inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and

  - ➢ b. regularly updates the complainant or appellant on the progress of the matter

- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

- The Operations Manager and/or CEO shall ensure that AITI acts on any substantiated appeal.

- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

GENERAL APPEALS

- Where a complainant has appealed a decision or outcome of a formal complaint, they are required to notify AITI in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

- The appeal shall be lodged through the Admin Officer or Compliance Officer who shall ensure the details of the appeal are added to the *Complaints and Appeals Register*. The appeal will be acknowledged in writing and will be referred to the Operations Manager/CEO for resolution.

- The Operations Manager/CEO shall be notified by the Admin Officer or Compliance Officer and will then seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

- The appellant shall be notified in writing of the outcome with reasons for the decisions, and the *Complaints and Appeals Register* updated by the Admin Officer. The appellant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The appellant is required to notify AITI if they wish to proceed with the external appeals process.

ASSESSMENT APPEALS

- Where a student wishes to appeal an assessment they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a *Reassessment and Assessment Appeals Decision Form* regarding the re-assessment, outlining the reasons why assessment was or was not granted.

- If this is still not to the student's satisfaction, the student should formally lodge an appeal by submitting a completed Complaints and Appeals Form outlining their reasons for the appeal. They shall lodge this with the Admin Officer and the appeal shall be entered into the *Complaints and Appeals Register*. The Admin Officer will notify the appellant in writing to acknowledge receipt of the appeal.

- The Operations Manager shall be notified and shall seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be the AITI Training Coordinator or another qualified Assessor.

- The Operations Manager will notify the Admin Officer to ensure the student shall be notified in writing of the outcome with reasons for the decision, and the *Complaints and Appeals Register* updated. The student shall also be provided the option of activating the external appeals process if they are not

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satisfied with the outcome. The student is required to notify AITI if they wish to proceed with the external appeals process.

Please note: the Operations Manager is required to notify the PEO when a complaint or appeal is lodged, and to provide regular updates until resolution is achieved.

2.3 Further Steps & Information

Please Note: The external appeals process and further steps should only be accessed after all AITI Complaints and Appeals internal processes have been completed.

International Students External Appeals

In addition to the above internal processes, International students enrolled with AITI can also lodge an external appeal with the Commonwealth Overseas Students Ombudsman.

- Where AITI is informed that the student has accessed external appeals processes, AITI will maintain a student's enrolment until the external appeal process is finalised

- AITI will comply with the findings of the external appeals process

- Where a decision or outcome is in favour of the student, the Operations Manager shall ensure AITI will follow the required action and recommendation from The Overseas Ombudsman to satisfy the student's grievance as soon as practicable. The Operations Manager shall inform the PEO of this outcome.

- The decision of this independent mediator is final and any further action the student wishes to take is outside AITI's policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the Operations Manager.

The contact details of the Commonwealth Overseas Student Ombudsman are provided below:

Overseas Student Ombudsman	
Website: http://www.oso.gov.au/	
Email: ombudsman@ombudsman.gov.au	
Call: 1300 362 072 within Australia +61-2 6276 0111 outside Australia Enquiries 9am to 5pm Monday to Friday (AEDT)	**Fax:** 02 6276 0123 within Australia +61 2 6276 0123 outside Australia
Postal: GPO Box 442 Canberra ACT 2601.	

Further Steps

If a client (student or other client) is dissatisfied with AITI, they may wish to seek legal advice, or place a complaint about AITI to a higher authority if they believe AITI is breaching or has breached its legal requirements after AITI's internal complaints and appeals processes have been completed. In such circumstances, AITI is obligated to provide further information to the client on lodging the complaint.

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Appendix 3   Complaints and Appeals Form

The following is a cover sheet to support your complaint/appeal. It should be used to outline your complaint/ appeal with any supporting documentation to be attached.

Please indicate what your grievance is (tick the appropriate box below):

☐**Complaint**
Initial notification of your dissatisfaction or an issue that has occurred

☐**Appeal**
Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Date of submission:	
Name of Complainant:	
Detailed Description Of Complaint/ Appeal: (Include an outline of your complaint/appeal with details of dates and people involved)	

Name (Print):		**Date:**
Signature:		

Office use only

Date received   ___ / ___ / ___   Officer Initial _____

Date Acknowledged   ___ / ___ / ___

AITI Follow-up Actions:

_____

_____

Manager's signature: _____   Date: ___ / ___ / _____

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Appendix 4	**RPL Policy and Procedure**

1. Policy

This policy and procedure is to provide a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous and/or current training, work experience and/or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no student should be required to undertake a unit of study for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment of all RPL applications shall be undertaken by AITI's Training Coordinator as an experienced and qualified assessor who has attained a Certificate IV in Training and Assessment (TAE40110) and who may also consult (as necessary) with a particular Trainer/Assessor who has the specific vocational competencies in the unit/s competency is being assessed against.

2. Procedure

2.1 General Information

All prospective and enrolling individuals must be informed in all pre-enrolment information of the opportunity to apply for RPL.   In general circumstances, AITI advises that – in consideration of student welfare when settling into a new course of study – RPL applications for Units of Competency are best made during the time of enrolment, with the resolution of applications to be completed before course commencement. This is a recommendation only, however, and in all circumstances AITI will conduct the RPL process according to the conditions and timing of individual scenarios.

The information provided to students includes details to clearly indicate that:

- RPL can be granted to an individual who has demonstrated evidence of prior knowledge and experience in life and work relating to the unit of competency for which recognition is applied

- RPL is awarded for a total unit of competency (no partial RPL of a unit of competency will be awarded)

- There is an RPL Application Fee of $100 per Unit of Competency title applied for. RPL Applications will not be processed until payment is received (unless there are specific circumstances where AITI has waived the RPL Application Fee).

2.2 Student Request for RPL

Students who wish to apply for RPL need to begin with the *RPL Application Package* available on the AITI website or from Student Administration. This package includes two sections:

- A detailed *Instruction Guide for RPL Applications* which provides students with extensive information on how to go about obtaining the best results from RPL applications

- The *RPL Application* form to be completed by the student, to which supporting evidence will be attached for submission (i.e. an *RPL Evidence Portfolio*, including details such as detailed records of their experience, employment, training, etc, which may be relevant).

- The *RPL Application* form will specify the qualification Units of Competency and associated Elements of Performance Criteria. Students will be required to identify how their Prior Learning/Experience etc. addresses these Elements for each Unit of Competency included in the RPL application.

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- Once the *RPL Application* is completed, Students are required to submit the form to the Admissions/Admin Officer along with any supporting evidence attached (i.e. *RPL Evidence Portfolio*) and proof of RPL Application Fee payment.

2.3 Assessment Process

- After the *RPL Application* form and relevant supporting documentation have been submitted by the student and the Training Coordinator has been notified, the Training Coordinator will schedule a time to assess the evidence provided by the student against the competency standards of the relevant Unit/s of Competency.

- Where evidence and documentation requires additional information or clarification, this will be discussed with the applicant via a phone call or via a scheduled meeting. If an interview needs to be conducted, the Training Coordinator will document all information collected in a Report which will be stored with the students *RPL Application* and submitted evidence.

- All original documents such as certificates, workplace reports, etc, must first be sighted by the Trainer Coordinator and copied. The copy must include the date, as well as the signature and printed name of the Training Coordinator.

- In marking an assessment, the Training Coordinator will consider the following:

    - Relevance and nature of evidence provided by the applicant
    - Scope of subject matter covered by the evidence
    - Whether the evidence is sufficient to enable a judgement of competence to be made in regard to the unit, taking into account the required knowledge and skills and the critical aspects of evidence in the relevant units.
    - Determine if the evidence is sufficient and reliable

2.4 Administration Follow-Up

- Once the Training Coordinator has assessed the application and determined if RPL is to be Granted or Not Granted, the Admissions/Admin Officer will print and dispatch an *RPL-CT Notification (Original)* and an *RPL-CT Notification (Copy)* to the Student. The result of the RPL application must be communicated in writing to the student within 10 business days of completing the assessment.

- Where RPL has been granted, the Admissions/Admin Officer will update the Student's enrolment information.

- The student must return the *RPL-CT Notification (Copy)* to AITI after signing the Student Declaration and keep the *RPL-CT Notification (Original)* for their own records.

2.5 Procedure Oversight

Once an RPL Application has been received and registered, and the Admissions/Admin officer has notified the Training Coordinator and Compliance Officer, the Compliance Officer will review the *RPL Register* on a weekly basis to review the progress of the application.

2.6 Appeals

Where the outcome of an RPL application is not granted and the student disagrees with the outcome, they should first try to resolve the matter informally. Where the outcome remains unresolved following informal discussions, the individual may appeal the decision by using the methods outlined in the *Complaints and Appeals Policy and Procedure*. This policy and procedure is also available from the Student Administration Department, and can be found in this *Student Information Handbook*. The request for an appeal must be lodged in writing no later than 10 business days from notification of the outcome of the application.

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Appendix 5   **AITI Privacy Statement**

AITI is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to personal information maintained by AITI and does not provide any advice on how data will be maintained or used by Government Agencies that have access to this data. You are advised to contact the relevant government agency for a copy of their privacy policy.

The use of the words 'we' and 'us' in this document refer to AITI.

Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, passport details, visa details, etc.
If you decline to provide your personal information, AITI may not be able to:

- Provide the product or service you requested, or
- Enter into a business relationship with you.

Collection of Personal Information

Personal information will only be collected in relation to the provision of training services and the operation of AITI.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies. We may also need to collect relevant personal information from other third parties (such as an employer) with or without your direct involvement or consent, however this will not include or divulge sensitive information.

Use and Disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes of operating a Registered Training Organisation.

It should be noted that data on International students may be shared between the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the ESOS Assurance Fund Manager for the purposes of:

- promoting compliance with the ESOS Act and the National Code;
- assisting with the regulation of providers;
- promoting compliance with the conditions of a particular student visa or visas, or of student visas generally; or
- facilitating the monitoring and control of immigration

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of AITI's business are transferred

Access to Personal Information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration department in writing and specify the type/s of information you wish to view.   You will be required to provide proof of identification in person to view the information.

Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information.   We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

If you wish to raise a concern about a privacy matter you should contact the Student Administration department.

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Appendix 6

AITI REFUND POLICY

1. Applied course Application Fee is non-refundable.
2. Australian Institute of Translation & Interpretation P/L (AITI) agrees to refund, within 28 days, all fees (less A$250.00 administration fee), where the student's application for enrolment is refused by AITI.
3. All tuition fees paid, less a A$250 administration fee, will be refunded within 28 days if the Institute receives a written notice of withdrawal at least 10 weeks before the commencement of the course.
4. 70% of the tuition fees paid, less a A$250 administration fee, will be refunded within 28 days if the Institute receives a written notice of withdrawal more than six weeks and up to ten weeks before the commencement of the course.
5. 50% of the tuition fees paid, less a A$250 administration fee, will be refunded within 28 days if the Institute receives a written notice of withdrawal more than four weeks and up to six weeks before the commencement of the course.
6. If the written notice of withdrawal is received less than 28 days prior to the commencement of the course, a 25% refund within 28 days will apply, less a A$250 administration fee.
7. Where the student decides to withdraw from the course after the course has commenced, any existing fees paid by the student will not be refunded.
8. No reduction in tuition fees for students who arrive after course commencement will be considered.
9. Where AITI cancels the course or where the course does not commence on the agreed starting date, then the student will be entitled to a refund of the total amount paid by the student including the application fee.
10. Where AITI cancels a student's enrolment due to the student's misconduct after course commencement, any existing fees paid by the student will not be refunded.
11. Where AITI does not provide the course to the student in full, the student will be entitled to a partial refund of any unused tuition fees.
12. Where AITI has cancelled the course, or has not commenced the course on the agreed starting date, or the course is not provided to the student in full, the refund will be paid within two weeks of the cancellation, or the agreed starting date, whichever is applicable. In all other cases, the refunds payable will be paid within 28 days after notification of withdrawal.
13. Notification of cancellation/withdrawal from unit(s), withdrawal or deferral from a course of study, and any associated refund requests must be made in writing to AITI using the stipulated forms.
14. EFTPOS and/or credit card payment surcharge and any transaction fees are not refundable.
15. AITI may choose at its own discretion to pay a refund even if not required to do so in special or extenuating circumstances.
16. Any student wishing to apply for a refund must complete a Refund Application Form and submit the form to the Student Administration Department. In the case of approval being granted, the payment of any refunds due will be processed within 28 working days from the submission date of written notification.
17. *AITI agrees to refund, within 28 days (less A$250.00 administration fee), all fees paid where the student produces evidence that the application made by the student for a visa was rejected by the Australian Department of Immigration. Unused tuition fees, less A$250 administration fee, will be refunded within 28 days if the application for student visa is rejected after the commencement of the course. In these instances, proof of refusal must be provided.
18. *Tuition fees will not be refunded if a student visa is cancelled or refused by the relevant authority due to the non-compliance on the part of the student with the rules and regulations set by the Australian Government.

Maintaining Records of Refunds
Where a student application for refund is submitted, all records of the refund application and associated actions are to be maintained in the student file. This includes receipts identifying refunds have been paid and any correspondence relating to the refund application.
Any information that the client provides AITI or that AITI collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service.

Appealing Refund decisions
All students have the right to appeal a refund decision made by AITI by accessing the complaints and appeals policy and procedure. Students wishing to submit an appeal of the refund decision should refer to the Complaints and Appeals Policy and Procedure.
In the event of any disagreement between the parties, the dispute resolution process of the Institute does not circumscribe the student's rights to pursue other legal remedies. **This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.**

Note:* Points 17&18 relate to international students only.

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Appendix 7

AITI TERMS AND CONDITIONS OF ACCEPTANCE

1. I have read and understood the Student Fees Information, the Refund Policy, Complaints and Appeals Process and all other pre-enrolment information including the Student Information Handbook and the Course Outline, available at www.aiti.edu.au. I agree and accept the terms and conditions stated in these policies and/or information.

2. Once the student commences the nominated course, AITI will deliver the Training Program using competency based training principles and practices in accordance with the Standards for Registered Training Organizations.

3. Where a student has undertaken an assessment and it has been marked as 'Not yet Competent' (NYC), they can apply for re-sitting the test/or have a re-assessment (re-assessment fees may apply). If they are deemed 'NYC' for a second time they are to re-enroll into that unit. This will include repeating a unit fee for the applied unit(s).

4. AITI and the student agree to work together to produce a unified approach in achieving the relevant qualification.

5. AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the qualification if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to AITI have been paid.

6. The course fees payable to AITI are for the provision of the following services: • Training and Assessment• Ongoing Administration Processes • Certification/Statement of Attainment.

7. For re-issuance of Certificates and Statements of Attainments the student will be charged A$20 per document required. Payment for the re-issuance of such documents is required prior to the re-issuance occurring by AITI.

8. AITI will access course fees according to the procedures established by the relevant government agency.

9. AITI reserves the right to accept or reject any application for enrolment at its discretion.

10. AITI reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the student (see refund policy).

11. Refunds are made when a student application supports one of the reasons stated in the refund policy (see above). Any refundable amounts found to be due to the student will be made within 28 days.

12. Where applicable, the schedule of instalment payment due dates are stipulated in the Letter of Offer received by students prior to enrolment. In completing this Enrolment Agreement, the student agrees to make tuition fee payments before all instalment payment due dates or otherwise incur a 7.5% late payment penalty on the receivable fee instalment owed.

13. The student agrees and understands that it is their responsibility to advise AITI of their residential address in Australia and of any changes to this Australian address and/or contact number.

14. The student agrees and understands that the information displayed in promotional material is indicative only, and program timing and location may change depending on the structure of timetable at time of enrolment.

15. The student agrees and understands that the information collected on this form and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and that information collected on this form or during enrolment can be disclosed without your consent where authorised or required by law.

16. The student acknowledges that the offer by AITI assures that the information provided is true and correct and that any false information provided or lack of disclosure may lead to the termination of enrolment and that AITI may inform others, including authorities of this information.

17. The student is aware and agrees that course money and enrolment will not be processed until this signed Enrolment Agreement is received by AITI.

18. The student understands that this agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws.

19. The student agrees and understands that if they fail to meet the payment schedule, penalties may apply, including, but not limited, to the cancellation of their enrolment by AITI.

20. The student agrees and understands that course fees do not include Overseas Health Care Cover (OSHC).*

21. Where there are any changes to agreed services, AITI advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

*NOTE: Point 20 refers to International Students only.

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