



STUDENT HANDBOOK

CRICOS Provider No: 02999J
RTO Number: 21996

Level 11, 474 Flinders Street, Melbourne VIC 3000
Email: studentsupport@aiemel.vic.edu.au
Phone: (03) 9428 9570

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Welcome

Welcome to Australian Institute of Entrepreneurship (AIE) as either a prospective or a student enrolling in one of our courses. We are an educational provider that specialises in providing quality Australian vocational education to international students and are in the heart of Melbourne.

The purpose of this Student Handbook is to provide you with all the information that you need to know about studying with us at Australian Institute of Entrepreneurship. 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 essential information such as working in Australia and your accommodation.

Students Handbook has been developed to provide prospective students with valuable information which will allow them to make an informed decision about their future study plans. Please refer to our website www.aiemel.edu.au for information about the courses we offer, duration of the courses including holiday breaks, the modes of delivery, fees and costs, admission procedures at AIE, training arrangements and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at AIE.



About Australian Institute of Entrepreneurship

AIE was established in 2007 and since then has developed range of courses in Leadership & Management, and Hospitality.

The Directors, Senior Management, Academic and Support Staff at AIE collectively provide wide-ranging expertise from Business and Finance Management to Academic integrity. Our Academic and support staff are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education journey and to ensure that they have an enjoyable learning experience.

Studying through Australian Institute of Entrepreneurship

At AIE, we understand the aspirations of our students, and have focused our philosophy on imparting premium quality education while catering to meeting the needs of our international students. We are committed to providing a safe, warm and caring educational environment. We apply best practice in training and assessment, with a dedicated team of highly qualified trainers and administration staff, each with extensive experience in their fields. We are confident that our students will have an enjoyable and enriching experience by choosing AIE as their provider.

Vision statement

AIE will be and remains a centre of excellence in the VET industry and be recognised as the leading and most innovative lifelong learning partner of career-minded individuals. It will gain recognition, nationally and globally and will attract students, faculty, and staff from all parts of the world.

Mission Statement

Our mission is to design, develop and deliver superior training programs and services to meet and exceed industry expectations, through a commitment to quality, excellence and innovation. AIE is to provide outstanding educational programs and services that are responsive to our students and diverse communities. We accomplish this mission by:

Providing a centre of excellence for flexible, hands-on training courses to encourage individuals of all levels to develop, perform and meeting the needs of today's employers and industry.

Providing high quality teaching and instruction to promote fulfilment of knowledge transfer requirements and encourage academic acquisition in our surrounding communities.

Providing resources and training to meet the current industry standards and the requirements the Standards for Registered Training Organizations (RTOs) 2015 and relevant guidelines related to Vocational Education and Training Package rules.

Our Obligation as your Registered Training Organisation

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must always comply with the Standards for RTOs 2015, which are part of the VET Quality Framework as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance with these legislations, we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who are involved in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

Issue the Qualification, Academic Results and Statements of Attainment to students who are eligible and meet the course requirements in compliance with relevant legislation. (AIE reserves the right to withhold any award or certification documents to be issued where any fees are outstanding).

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Study Locations



City Campus

Level 11, 474 Flinders Street

Melbourne Victoria 3000

Tel: +61 3 9428 9570

Email: studentsupport@aiemel.edu.au

Web: www.aiemel.edu.au

AIE's campus (Head office) is at Level 11, 474 Flinders Street, Melbourne Victoria 3000. All administrative offices, as well as classes, are located at this address. The campus is easily accessible by road and by public transport. The closest train stations are Flinders Street Station and Southern Cross Station.

CARLTON CAMPUS:

242 Lygon Street, Carlton VIC 3053



[VIEW IN GOOGLE MAPS](#)

AIE's Carlton campus houses our Commercial Kitchen used for practical training and assessment. This campus is close to tram stops on Lygon st, Victoria st, Exhibition St or Melbourne University on Swanston St.

Contact Information and Emergency Contacts

Australian Institute of Entrepreneurship Main Contact Details

Accounts Manager: Salman Domki

Phone: (03) 9428 9432

International Student Support Team Leader: Tejaswi Namburi

Contact details: (03) 9428 9432

Department of Home Affairs (DHA)

DHA Australia can be referred regarding visa inquiries. More information can be found on their website: <http://www.homeaffairs.gov.au> or Tel Dial: 131 881

Services

Support Services

The following support services are to be available and accessible for all students studying with AIE. AIE will provide students with contact details to refer any matters that require further follow-up with relevant professionals.

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. All students' progress is monitored and guidance and support provided where non satisfactory results are identified. A student can approach the student support officer to discuss any academic, or other related issues to studying with AIE at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

1. Student Services at Melbourne Study Centre

[Study Melbourne Hub, Victoria | Study Melbourne](#)

2. Study in Australia (Support Services)

[Student support services | Study Australia](#)

3. In Case of Emergency

For any serious emergency, the CEO Sukhwinder Singh, on +61 451 111 145.

Personal/social issues

There are many issues that may affect a student's social or personal life, and some students may require gaining advice and guidance on personal issues. A counselling service can be suggested if applicable.

The **International Student Care Service (ISCS)** is a free and confidential support and welfare service for international students studying in Victoria. (Provided by the Victorian Government)

Contact Phone

Phone: 1800 056 449 (free call from landline phones) E-mail: info@iscs.vic.gov.au Drop-in to the office: Level 1, 19 -21 Argyle Place South, Carlton 3053

Lifeline provides all Australian s experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.

Contact Phone

Ph: 13 11 14

Kids Helpline

If you are between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24-hour, 7-day telephone counselling support (anonymous if you prefer).

Contact Phone

Ph: 1800 551 800

Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.

Contact Phone

Ph: 1800 806 292 www.sacl.com.au

The Womens Domestic Violence Crisis Service is the Victorian State-wide service for women experiencing violence and ab use from a partner or ex-partner, another family member or someone else you are close to.

Contact Phone

Ph: 1800 015 188 (Toll Free) or (03)93223555 www.wdvcs.org.au

Counselling Services

Lifeline	Ph: 13 11 14 www.lifeline.org.au
Men's line Australia	Ph: 1300 78 99 78 www.mensline.org.au
Kids Helpline	Ph: 1800 551 800 www.kidshelp.com.au
Grief line	Ph: 9935 7400 www.griefline.org.au
Direct line	Ph: 1800 888 236 www.directline.org.au
Suicide Helpline Victoria	Ph: 1300 651 251 www.suicideline.org.au
Gambling Help Line	Ph: 1800 858 858 www.gamblinghelponline.org.au

Social Welfare

Responsible Authority**Contact Address**

Australian Red Cross

Ph: 9345 1800 www.redcross.org.au

The Salvation Army

Ph: 8878 4500 www.salvationarmy.org.au

The Study Melbourne Student Centre

Ph: 1800 056 449 www.studymelbourne.vic.gov.au

Crisis Accommodation Information (Victoria)

Ph: 1800 825 955 <https://housing.vic.gov.au/crisis-emergency-accommodation>**Places of worship****Responsible Authority****Contact Address**

Churches

<https://www.australianchurches.net>

Mosques

<http://www.mosque-finder.com.au>

Temples

https://en.wikipedia.org/wiki/Category:Places_of_worship_in_Australia**Academic issues**

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course.

All students' attendance and academic progress is monitored and guidance and support provided where non satisfactory results are identified.

Any student can access the student support officer to discuss any academic, or other related issues to studying with AIE at any time. Where internal support is exhausted and it is determined that the student would benefit from external support the Student Support Officer and the student shall investigate further options.

Workplace issues

Students may have questions/ concerns in direct reaction to their place of employment. AIE is not involved in any employment arrangements that students may have and is unable to provide any advice or guidance to students about employment conditions or issues. It is recommended that, if necessary, the following services can be suggested to contact if applicable.

Referral Services Available Contact Details

WorkSafe Website: www.worksafe.vic.gov.au
Phone: For general enquiries contact our Advisory Service on (03) 96 41 1444 or 1800 136 089 (toll free).
Otherwise email info@worksafe.vic.gov.au

Fairwork Ombudsman Migrant workers and visa holders, including international students, have the same workplace rights as all other workers in Australia. Fair work Ombudsman provide free advice and assistance to all workers to help them understand these rights.
Website: www.fairwork.gov.au

Emergency services

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency, and you require ambulance, police, or fire attendance.)

Responsible Authority

Contact Address

Police

Ph: 000 www.police.vic.gov.au

Ambulance

Ph: 000 www.ambulance.vic.gov.au

Fire

Ph: 000 www.mfb.vic.gov.au

Missing Persons – Australian Federal Police
(Ask for police)

Ph: 000 www.missingpersons.gov.au

National Security Hotline

Ph: 1800 123 400
www.nationalsecurity.gov.au

State Emergency Services

Ph: 132 500 www.ses.vic.gov.au

Local Medical Services

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

REFERRAL SERVICES AVAILABLE	NAME & LOCATION	CONTACT NUMBER
Hospital (Emergency) Doctor Dentist	Alfred Hospital the Alfred, 55 Commercial Road Melbourne Paramount Medical Centre Upper level, Suit 4-5, 108 Bourke Street, Melbourne Art De Dante level 17 – 190 Queen Street, Melbourne	(03) 9076 2000 (03) 9654 9818 (03) 9642 8955

Legal issues

AIE is not able to provide any legal advice, but the following service may be applicable service to provide such advice to the student.

Referral Services Available	Contact Details
Victoria Legal Aid If you have a legal problem, or want to find out information about the law, Victoria Legal Aid may be able to help.	Ph: 1300 792 387 www.legalaid.vic.gov.au
The Institute of Arbitrators & Mediators Australia	Ph: 1800 651 650(Free Call) www.iama.org.au

Transport



Public Transport Victoria (PTV) is committed to delivering quality customer service and helping to improve your travel experience. For up-to-date public transport information, view the information on this website call

1800 800 007.

<https://www.ptv.vic.gov.au/footer/customer-service/>

Local Taxi companies

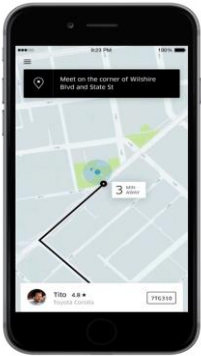


Silver Top Taxi: [Book a taxi in Melbourne and Sydney - Silver Top Taxi](#)

Taxi and Cabs Melbourne service. Book a taxi online or call 131008.

13CABS: [13cabs Australia - The hassle-free way to book a taxi](#)

Book 13CABS Online or Download the App - Melbourne Wide Service



Uber: Uber services are also available at the airport and there is a designated pick-up place available outside the airport for Uber customers. Install the Android or iPhone app.

Post Offices



Post offices are open from 9:00am until 5:00pm Monday to Friday and till noon on Saturday. The main post office in the Melbourne CBD is situated at 260 Elizabeth Street, MELBOURNE, VIC, 3000. There are also public pay phones opposite the post office, in Elizabeth Street.

Legal assistance

If you need legal assistance, you can contact any of these as per requirements:

Commonwealth Overseas Student Ombudsman

Commonwealth Overseas Student Ombudsman) is an independent external body to hear overseas student' appeals and complaints. Information about commonwealth overseas ombudsman appeals and complaints procedures can be found on: [Commonwealth Ombudsman](#)

Victorian Legal Aid www.legalaid.vic.gov.au

Call 1300 792 387, weekdays from 8.45 am to 5.15 pm for free information about the law and the services available that you can access that can help you.

Australian Skills Quality Authority



Australian Government

Australian Skills Quality Authority

ASQA is responsible for the regulation of Registered Training Organisations (RTOs) in Victoria. You can find information at: <https://www.asqa.gov.au/students>

They will investigate complaints about the:

- quality of training at the RTO (for example training is too short, disorganised, not relevant)
- way RTO assesses the students
- qualifications of trainers/assessors
- quality of staff, facilities, equipment and materials.

Courses Offered:

Course Code and Name	CRICOS Course Code	Duration (Weeks) Including holiday breaks)
BSB50420 Diploma of Leadership and Management	104198E	52
BSB60420- Advanced Diploma of Leadership and Management	108447E	52
SIT30821- Certificate III in Commercial Cookery	109806A	69
SIT40521- Certificate IV in Kitchen Management	109679C	92
SIT50422- Diploma of Hospitality Management	114638C	84
SIT60322- Advanced Diploma of Hospitality Management	114637D	104
General English	097411A	68

NOTE: Each study period for the above-mentioned qualifications is 10 to 12 weeks. Contact the student administration on 613-9428-9570 for the latest information. Details of course information can be obtained from Australian Institute of Entrepreneurship's website at <https://www.aiemel.edu.au/>.

Please Note: Students are required to attend a minimum of 20 scheduled course contact hours per week

1. BSB50420 Diploma of Leadership and Management

CRICOS Course Code: 104198E

Course Description

The Diploma of Leadership and Management is dedicated to individuals who blend knowledge, hands-on skills, and practical experience to excel in leadership and management in different businesses industries.

At this stage, these professionals are not just planners; they are conductors of successful endeavors. They take the lead by planning, streamlining tasks, putting strategies into motion, and overseeing not only their own workload but also that of the team. Their adept communication serves as a unifying bridge, guiding individuals and teams towards objectives that resonate with the core of the organisation.

They tackle the unexpected with confidence. They craft innovative resolutions, implementing them, and thoughtfully assessing their effectiveness amid uncertainty. They embrace the ability to gather, analyse, and synthesise information from diverse sources, weaving together insights that pave the way to success.

Units of Competence

To achieve the BSB50420 – Diploma of Leadership and Management qualification, candidates must complete 12 units, including 6 core units and 6 elective units, as outlined below:

Core Units

BSBCMM511 Communicate with influence
BSBCRT511 Develop critical thinking in others
BSBLDR523 Lead and manage effective workplace relationships
BSBOPS502 Manage business operational plans
BSBPEF502 Develop and use emotional intelligence
BSBTWK502 Manage Team Effectiveness

Elective Units

BSBOPS505 Manage organisational customer service
BSBPEF501 Manage personal and professional development
BSBTWK503 Manage meetings
BSBFIN501 Manage budgets and financial plans
BSBOPS504 Manage business risk
BSBWHS521 Ensure a safe workplace for a work area

Entry Requirements

While there are no entry requirements defined in the training package, AIE requires that the following criteria be met:

- Applicants must be a minimum of 18 years old at the time of commencement.
- Successful completion of an Australian Equivalent Year 12 qualification or higher is required.
- A minimum IELTS score of 6.0 overall with no band/sub score under 5.0 or a PTE score of 46, or a Certificate III in EAL or its equivalent, is necessary.
- Additionally, students seeking enrolment in this qualification must have an appropriate level of written and spoken English and numeracy skills suitable for the qualification.
- The levels of written and spoken English are assessed through a Pre-Training Review and Language, Literacy, Numeracy and Digital Literacy (LLND) test before the enrolment.
- Applicants should possess basic computer and MS Office skills, including Word, Excel, and PowerPoint

Career Prospects

This qualification provides a pathway to work in a managerial role within various business settings. Job titles include:

- Manager
- Team Lead

Assessment Approach

Assessment will usually commence in the session following delivery. As this is a competency-based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed. Students will be required to perform a range of assessment tasks, including but not limited to written assignments, demonstrations, role plays and projects.

COURSE DURATION

The total duration of this course covers 52 complete weeks. During this period, 40 weeks are allocated for full-time studies, while a maximum of 12 weeks are designated for holidays and breaks. It is expected that the program's duration would be shorter for students who have completed components that can be identified through Recognition of Prior Learning (RPL) and/or Credit Transfer.

DELIVERY LOCATION:

The training is delivered at our main campus located at Level 11, 474 Flinders Street, Melbourne VIC 3000.

2. BSB60420 – Advanced Diploma of Leadership and Management

CRICOS CODE: 108447E

Course Description

This program is designed for individuals who want to bring their leadership skills to the next level in various industries. At this stage, they will be the go-to person, using their experience and expertise to lead and manage effectively. Whether it is planning strategies or taking charge of a team, they will be the ones making things happen, all while keeping their team on track. Their ability to think on their feet and make smart decisions will shine as they dive into a range of leadership and management tasks. They will also be in charge of not only their own success but their team's too, all within flexible boundaries. Communication is key, and they will excel at gathering and sharing information from different sources. Plus, their creativity will come into play as they find new ways to express ideas, tackle challenges, and provide solutions.

Unit of Competence

To achieve the BSB60420-Advanced Diploma of Leadership & Management qualification, candidates must complete 10 units, including 5 core units and 5 elective units, as outlined below:

Core Units

BSBCRT611 Apply critical thinking for complex problem solving
 BSBLDR601 Lead and manage organisational change
 BSBLDR602 Provide leadership across the organisation
 BSBOPS601 Develop and implement business plans
 BSBSTR601 Manage innovation and continuous improvement

Elective Units

BSBHRM615 Contribute to the development of diversity and inclusion strategies

BSBSTR602 Develop organisational strategies
BSBSUS601 Lead corporate social responsibility
BSBHRM614 Contribute to strategic workforce planning
BSBXCM501 Lead communication in the workplace

Entry Requirements

To enrol in this qualification, it is necessary to meet the following criteria:

- Applicants must have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).

OR

- Applicants must have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.
- Applicants must be a minimum of 18 years old at the time of commencement.
- A minimum IELTS score of 6.0 overall with no band/sub score under 5.0 or a PTE score of 46, or a Certificate III in EAL or its equivalent, is necessary.
- Additionally, students seeking enrolment in this qualification must have an appropriate level of written and spoken English, as well as numeracy skills suitable for the qualification.
- The levels of written and spoken English are assessed through a Pre-Training Review process and Language, Literacy, Numeracy and Digital Literacy (LLND) test before the enrolment.
- Applicants should possess basic computer and MS Office skills, including Word, Excel, and PowerPoint

Career Prospects

This qualification provides a pathway to work in a managerial role within various business settings. Job titles include:

- Area Manager
- Departmental Manager

Delivery

The training is delivered through a combination of face-to-face and simulated classroom sessions, which include interactive classroom teaching, role plays, and tutorials.

Assessments Approach

Assessment will usually commence in the session following delivery. As this is a competency-based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed. Students will be required to perform a range of assessment tasks, including but not limited to written assignments, demonstrations, role plays, assignments, and projects.

Recommended Educational Pathways

Pathways into the qualification:

Individuals can enrol in BSB60420 – Advanced Diploma of Leadership and Management if they have vocational experience in the leadership and management field or if they have completed a Diploma of Leadership and Management or a similar level qualification.

Pathways from the qualification:

Upon achieving the BSB60420 – Advanced Diploma of Leadership and Management, individuals can advance to Bachelor of Business or Management course.

COURSE DURATION:

The total duration of this course covers 52 complete weeks. During this period, 40 weeks are allocated for full-time studies, while a maximum of 12 weeks are designated for holidays and breaks. It is expected that the program's duration would be shorter for students who have completed components that can be identified through Recognition of Prior Learning (RPL) and/or Credit Transfer.

DELIVERY LOCATION:

The training is delivered at our main campus located at Level 11, 474 Flinders Street, Melbourne VIC 3000.

3. SIT30821- Certificate III in Commercial Cookery

CRICOSCode:109806A

Course Description

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. Completion of this qualification contributes to recognition as a trade cook. This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

Units of Competence

To achieve the SIT30821 - Certificate III in Commercial Cookery qualification, candidates must complete 25 units, including 20 core units and 5 elective units, as outlined below:

Core Units

SITHCCC023 Use food preparation equipment
SITHCCC027 Prepare dishes using basic methods of cookery
SITHCCC028 Prepare appetisers and salads
SITHCCC029 Prepare stocks, sauces and soups
SITHCCC030 Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC031 Prepare vegetarian and vegan dishes
SITHCCC035 Prepare poultry dishes
SITHCCC036 Prepare meat dishes
SITHCCC037 Prepare seafood dishes
SITHCCC041 Produce cakes, pastries and breads
SITHCCC042 Prepare food to meet special dietary requirements
SITHCCC043 Work effectively as a cook
SITHKOP009 Clean kitchen premises and equipment
SITHKOP010 Plan and cost recipes
SITHPAT016 Produce desserts
SITXFSA005 Use hygienic practices for food safety
SITXFSA006 Participate in safe food handling practices
SITXHRM007 Coach others in job skills

SITXINV006 Receive, store and maintain stock
SITXWHS005 Participate in safe work practices

Elective Units

SITHCCC040 Prepare and serve cheese
SITHCCC039 Produce pates and terrines
SITHCCC026 Package prepared foodstuffs
SITHCCC025 Prepare and presents and sandwiches

Entry Requirements

While there are no entry requirements defined in the training package, AIE requires that the following criteria be met:

- Applicants must be a minimum of 18 years old at the time of commencement.
- Successful completion of an Australian Equivalent Year 11 qualification or higher is required.
- A minimum IELTS score of 6.0 overall with no band/sub score under 5.0 or a PTE score of 46, or a Certificate III in EAL or its equivalent, is necessary.
- Additionally, students seeking enrolment in this qualification must have an appropriate level of written and spoken English, as well as numeracy skills suitable for the qualification.
- The levels of written and spoken English are assessed through a Pre-Training Review and Language, Literacy, Numeracy and Digital Literacy (LLND) test before the enrolment.
- Applicants should possess basic computer and MS Office skills, including Word, Excel, and PowerPoint.
- Learners are required to have a kitchen kit including, a chef's dress, safety boots and a knife kit including various knives and other tools be able to undertake training in the kitchen effectively.
- Students pursuing the course should possess the necessary physical abilities and manual handling skills required to perform various tasks involved in the training.
- It is essential for learners to be aware of and comfortable with handling complex food items, including various processed or raw meats, poultry, seafood, and dairy items considering any religious or dietary barriers that may affect their participation in the course.

Assessment Approach

Each unit is delivered and assessed as a standalone module. Assessment comprises written assignments, activities, and practical application projects. Students are required to attend training and assessment activities as scheduled. The assessment is structured throughout the course. If students are unable to achieve competency, additional support is provided through mentoring and access to re-assessment, as outlined in our policies and procedures. Assessment requires accomplishment across all tasks to demonstrate competence and may include the following: knowledge test:

- Multiple choice, worksheets - short answer questions
- Practical demonstration in the training/workplace kitchen
- Project
- Logbook.

Each assessment has also been mapped to the elements, performance criteria, essential skills, essential knowledge, critical aspects of evidence and employability skills for each unit of competency. Specific details of actual assessments and marking and/or assessment criteria are specified in the unit of competency information.

Course Duration

The total duration of this course covers 69 complete weeks. During this period, 44 weeks are allocated for full-time studies, 10 weeks are for work-based training, and a maximum of 15 weeks are designated for holidays and breaks. It is expected that the program's duration would be shorter for students who have completed components that can be identified through Recognition of Prior Learning (RPL) and/or Credit Transfer.

Career Prospects

This qualification provides a pathway to work in hospitality and commercial kitchen relevant role. Job titles include:

- Trade Cook (Kitchen)
- Cook (Hotels & Restaurants)
- Cook (Clubs, pubs)
- Cook (Cafes & Coffee Shop)

Course Delivery

Training will be conducted face to face on a full-time basis, both in a classroom and in AIE's training kitchen and workplace (WBT) environment. Classrooms for the theory component of the course will be delivered at the site: Level 11, 474 Flinders Street, Melbourne Victoria 3000, Australia. The practical component of the course will be delivered at AIE's commercial kitchen located at 242 Lygon St, CARLTON, VIC, 3053. The work-based training will take place at an industry-approved commercial kitchen, carefully selected and partnered with AIE to ensure the highest quality learning experience for our students.

4. SIT40521 – Certificate IV in Kitchen Management

CRICOS CODE: 109679C

Course Description

This qualification reflects the role of chefs who have a supervisory or team-leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Completion of this qualification provides a pathway to work in organizations such as restaurants, hotels, clubs, pubs, cafes and coffee shops or run a small business in these sectors.

Unit of Competence

To achieve the SIT40521 – Certificate IV in Kitchen Management, 33 units must be completed. These include 27 core units and 6 elective units.

Core Units

- SITHCCC023 Use food preparation equipment
- SITHCCC027 Prepare dishes using basic methods of cookery
- SITHCCC028 Prepare appetisers and salads
- SITHCCC029 Prepare stocks, sauces and soups
- SITHCCC030 Prepare vegetable, fruit, eggs and farinaceous dishes
- SITHCCC031 Prepare vegetarian and vegan dishes
- SITHCCC035 Prepare poultry dishes
- SITHCCC036 Prepare meat dishes
- SITHCCC037 Prepare seafood dishes

SITHCCC041 Produce cakes, pastries and breads
SITHCCC042 Prepare food to meet special dietary requirements
SITHCCC043 Work effectively as a cook
SITHKOP010 Plan and cost recipes
SITHKOP012 Develop recipes for special dietary requirements
SITHKOP013 Plan cooking operations
SITHKOP015 Design and cost menus
SITHPAT016 Produce desserts
SITXCOM010 Manage conflict
SITXFIN009 Manage finances within a budget
SITXFSA005 Use hygienic practices for food safety
SITXFSA006 Participate in safe food handling practices
SITXFSA008 Develop and implement a food safety program
SITXHRM008 Roster staff
SITXHRM009 Lead and manage people
SITXINV006 Receive, store and maintain stock
SITXMGT004 Monitor work operations
SITXWHS007 Implement and monitor work health and safety practices

Elective Units

SITXHRM007 Coach others in job skills
SITHCCC040 Prepare and Serve cheese
SITHCCC039 Produce pates and terrines
SITHCCC026 Package prepared foodstuffs
SITXWHS005 Participate in safe work practices
SITHKOP009 Clean kitchen premises and equipment

Entry Requirements

AIE requires that the following criteria be met:

- Applicants must be a minimum of 18 years old at the time of commencement.
- Successful completion of an Australian Equivalent Year 12 qualification or higher is required.
- A minimum IELTS score of 6.0 overall with no band/sub score under 5.5 or a PTE score of 46, or a Certificate III in EAL or its equivalent, is necessary.
- Additionally, students seeking enrolment in this qualification must have an appropriate level of written and spoken English, as well as numeracy skills suitable for the qualification.
- The levels of written and spoken English are assessed through a Pre-Training Review process conducted during the enrolment procedure.
- Applicants should possess basic computer and MS Office skills, including Word, Excel, and PowerPoint.
- Learners are required to have a kitchen kit including, a chef's dress, safety boots and a knife kit including various knives and other tools be able to undertake training in the kitchen effectively.
- Students pursuing the course should possess the necessary physical abilities and manual handling skills required to perform various tasks involved in the training
- It is essential for learners to be aware of and comfortable with handling complex food items, including various processed or raw meats, poultry, seafood, and dairy items considering any religious or dietary barriers that may affect their participation in the course.

Career Prospects

This qualification provides a pathway to work in hospitality and kitchen management role. Job titles include:

- Chef
- Head Chef
- Sous Chef
- Kitchen Manager
- Food and Beverage Manager
- Restaurant Supervisor

Assessment Approach

Each unit is delivered and assessed as a standalone module. Assessment comprises written assignments, activities, and practical application projects. Students are required to attend training and assessment activities as scheduled. The assessment is structured throughout the course. If students are unable to achieve competency, additional support is provided through mentoring and access to re-assessment, as outlined in our policies and procedures. Assessment requires accomplishment across all tasks to demonstrate competence and may include the following: knowledge test: multiple choice, worksheets: short answer questions, practical demonstration in the training/workplace kitchen, project, and logbook. AIE meets requirements listed under Clause 1.8 of Standards for Registered Training Organisations (RTOs) 2015 regarding the effective implementation of an assessment system that ensures that assessment (including recognition of prior learning):

Complies with the assessment requirements of the relevant training package or VET accredited course; and is conducted in accordance with the Principles of Assessment and Rules of Evidence which are: Fairness, Flexibility, Validity, and Reliability.

COURSE DURATION:

The total duration of this course covers 92 complete weeks. During this period, 72 weeks are allocated for full-time studies, while a maximum of 20 weeks are designated for holidays and breaks. It is expected that the program's duration would be shorter for students who have completed components that can be identified through Recognition of Prior Learning (RPL) and/or Credit Transfer.

DELIVERY LOCATION:

Training will be conducted face to face on a full-time basis, both in a classroom and in AIE's training kitchen and workplace (WBT) environment. Classrooms for the theory component of the course will be delivered at the site: Level 11, 474 Flinders Street, Melbourne Victoria 3000, Australia. The practical component of the course will be delivered at AIE's commercial kitchen located at 242 Lygon St, CARLTON, VIC, 3053. The work-based training will take place in an industry-approved commercial kitchen, carefully selected and partnered with AIE to ensure the highest quality learning experience for our students.

5. SIT50422– Diploma of Hospitality Management

CRICOS CODE: 109679C

Course Description

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions. This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food, beverage, and gaming.

Unit of Competence

To achieve the SIT50422 – Diploma of Hospitality Management qualification, candidates must complete 28 units, including 11 core units and 17 elective units, as outlined below:

Core Units

SITXCCS015 Enhance customer service experiences
SITXCCS016 Develop and manage quality customer service practices
SITXCOM010 Manage conflict
SITXFIN009 Manage finances within a budget
SITXFIN010 Prepare and monitor budgets
SITXGLC002 Identify and manage legal risks and comply with law
SITXHRM008 Roster staff
SITXHRM009 Lead and manage people
SITXMGT004 Monitor work operations
SITXMGT005 Establish and conduct business relationships
SITXWHS007 Implement and monitor work health and safety practices

Elective Units

SITXFSA005 Use hygienic practices for food safety
SITHCCC027 Prepare dishes using basic methods of cookery
SITHCCC041 Produce cakes, pastries and breads
SITHCCC028 Prepare appetisers and salads
SITHCCC035 Prepare poultry dishes
SITHCCC023 Use food preparation equipment
SITHCCC029 Prepare stocks, sauces and soups
SITHCCC030 Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC031 Prepare vegetarian and vegan dishes
SITHCCC036 Prepare meat dishes
SITHCCC037 Prepare seafood dishes
SITHCCC042 Prepare food to meet special dietary requirements
SITXWHS005 Participate in safe work practices
SITHPAT016 Produce desserts
SITXFSA006 Participate in safe food handling practices
SITXINV006 Receive, store and maintain stock
SITHKOP013 Plan cooking operations

Course Duration

The total duration of this course covers 84 complete weeks. During this period, 68 weeks are allocated for full-time studies, while a maximum of 16 weeks are designated for holidays and breaks.

DELIVERY LOCATION:

Level 11, 474 Flinders Street, Melbourne VIC 3000 242 Lygon Street, Carlton VIC 3053

Entry Requirements

AIE requires that the following criteria be met:

- Applicants must be a minimum of 18 years old at the time of commencement.
- Successful completion of an Australian Equivalent Year 12 qualification or higher is required.
- A minimum IELTS score of 6.0 overall with no band/sub score under 5.0 or a PTE score of 46, or a Certificate III in EAL or its equivalent, is necessary.
- Additionally, students seeking enrolment in this qualification must have an appropriate level of written and spoken English, as well as numeracy skills suitable for the qualification.
- The levels of written and spoken English are assessed through a Pre-Training Review Language, Literacy, Numeracy and Digital Literacy (LLND) test before the enrolment.
- Applicants should possess basic computer and MS Office skills, including Word, Excel, and PowerPoint.
- Learners are required to have a kitchen kit including, a chef's dress, safety boots and a knife kit including various knives and other tools.
- Students pursuing the course should possess the necessary physical abilities and manual handling skills required to perform various tasks involved in the training. It is essential for learners to be aware of and comfortable with handling these food items, considering any religious or dietary barriers that may affect their participation in the course.

Career Prospects

This qualification provides a pathway to work in hospitality and kitchen management role. Job titles include:

- Hotel Manager
- Restaurant Manager
- Events Manager
- Chef de cuisine
- Catering Manager

Course Delivery

Training will be conducted face-to-face on a full-time basis, both in a classroom and in AIE's training kitchen and workplace (WBT) environment. Classroom sessions for the theoretical and practical components of the course will be held at the following location: Level 11, 474 Flinders Street, Melbourne, Victoria 3000. Practical training will also be conducted in AIE's commercial kitchen, situated at 242 Lygon St, Carlton, VIC, 3053. The work-based training will take place in an industry-approved commercial kitchen, carefully selected and partnered with AIE to ensure the highest quality learning experience for our students.

Assessment Approach

Each unit is delivered and assessed as a standalone module. Assessment comprises written assignments, activities, and practical application projects. Students are required to attend training and assessment activities as scheduled. The assessment is structured throughout the course. If students are unable to achieve competency, additional support is provided through mentoring and access to re-assessment, as outlined in our policies and procedures. Assessment requires accomplishment across all tasks to demonstrate competence and may include the following:

- Knowledge test- multiple choice,

- Worksheets- short answer questions
- Practical demonstration in the training/workplace kitchen
- Roleplay/Scenario
- Project

6. SIT60322 Advanced Diploma of Hospitality Management

CRICOS Code 114637D

Course Description

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions. This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for acquiring targeted skills in accommodation services, cookery, food, beverage, and gaming.

Entry Requirements

AIE requires that the following criteria be met:

- Applicants must be a minimum of 18 years old at the time of commencement.
- Successful completion of an Australian Equivalent Year 12 qualification or higher is required.
- A minimum IELTS score of 6.0 overall with no band/sub score under 5.0 or a PTE score of 46, or a Certificate III in EAL or its equivalent, is necessary.
- Additionally, students seeking enrolment in this qualification must have an appropriate level of written and spoken English, as well as numeracy skills suitable for the qualification.
- The levels of written and spoken English are assessed through a Pre-Training Review and Language, Literacy, Numeracy and Digital Literacy (LLND) test before the enrolment.
- Applicants should possess basic computer and MS Office skills, including Word, Excel, and PowerPoint.
- Students pursuing the course should possess the necessary physical abilities and manual handling skills required to perform various tasks involved in the training. It is essential for learners to be aware of and comfortable with handling these food items, considering any religious or dietary barriers that may affect their participation in the course.
- Learners are required to have a kitchen kit including, a chef's dress, safety boots and a knife kit including various knives and other tools. A Kitchen Kit is required to enter the kitchen and to be able to undertake training in the kitchen effectively.

Units of Competence

To achieve the SIT60322 - Advanced Diploma of Hospitality Management qualification, candidates must complete 33 units, including 14 core units and 19 elective units.

Core Units

BSBFIN601 Manage organisational finances

BSBOPS601 Develop and implement business plans

SITXCCS016 Develop and manage quality customer service practices

SITXFIN009 Manage finances within a budget

SITXFIN010 Prepare and monitor budgets

SITXFIN011 Manage physical assets

SITXGLC002 Identify and manage legal risks and comply with law

SITXHRM009 Lead and manage people

SITXHRM010 Recruit, select and induct staff
SITXHRM012 Monitor staff performance
SITXMGT004 Monitor work operations
SITXMGT005 Establish and conduct business relationships
SITXMPR014 Develop and implement marketing strategies
SITXWHS008 Establish and maintain a work health and safety system

Elective Units

SITXFSA005 Use hygienic practices for food safety
SITHCCC027 Prepare dishes using basic methods of cookery
SITHCCC041 Produce cakes, pastries and breads
SITHCCC028 Prepare appetisers and salads
SITHCCC035 Prepare poultry dishes
SITHCCC023 Use food preparation equipment
SITHCCC029 Prepare stocks, sauces and soups
SITHCCC030 Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC031 Prepare vegetarian and vegan dishes
SITHCCC036 Prepare meat dishes
SITHCCC037 Prepare seafood dishes
SITHCCC042 Prepare food to meet special dietary requirements
SITHPAT016 Produce desserts
SITXFSA006 Participate in safe food handling practices
SITHKOP013 Plan cooking operations
SITXCOM010 Manage conflict
SITXHRM008 Roster Staff
SITXWHS007 Implement and monitor work health and safety practices
SITXCCS015 Enhance customer service experiences

Course Duration

The total duration of this course covers 104 complete weeks. During this period, 85 weeks are allocated for full-time studies, while a maximum of 19 weeks are designated for holidays and breaks.

It is expected that the program's duration would be shorter for students who have completed components that can be identified through Recognition of Prior Learning (RPL) and/or Credit Transfer.

Career Prospects

This qualification provides a pathway to work in hospitality and kitchen management role. Job titles include:

- Area manager or operations manager
- Café owner or manager
- Club secretary or manager
- Executive chef
- Executive sous chef Assessment Approach

Each unit is delivered and assessed as a standalone module. Assessment comprises written assignments, activities, and practical application projects. Students are required to attend training and assessment activities as scheduled. The assessment is structured throughout the course. If students are unable to achieve

competency, additional support is provided through mentoring and access to re-assessment, as outlined in our policies and procedures. Assessment requires accomplishment across all tasks to demonstrate competence and may include the following:

- Knowledge test- multiple choice,
- Worksheets- short answer questions
- Practical demonstration in the training/workplace kitchen,
- Roleplay/Scenario
- Project

7. ELICOS - General English Program (Elementary to Advanced)

CRICOS Code 097411A

Course Description

The general English program focuses on the development of English language skills of international students from non-English speaking backgrounds, seeking for the development of their speaking, listening, reading, and writing skills, that are related to immediate personal, social, and academic needs. The course offers an approach that create an environment where language comes alive through interactive discussions, engaging activities, and real-world simulations while enjoying the Australian Culture.

Entry Requirements

- Applicants must be a minimum of 18 years old at the time of commencement.
- There are no minimum academic prerequisites to enter General English.
- Students will be given a placement test to determine which English level is best suited to their needs

Course Duration

The course is divided into 5 levels: Elementary, Pre-Intermediate, Intermediate, Upper Intermediate, and Advanced. The total duration of the course, including all levels, is 68 complete weeks. During this period, each term is divided into 12 weeks. After each term, the student has a break of 2 weeks. The classroom workload is 20 hours per week, but in addition to that, it is recommended to dedicate 4 hours per week to independent study and content review

Delivery

The training is delivered through a combination of face-to-face and simulated classroom sessions, which include Delivery interactive classroom teaching, and excursions.

Location

The training is delivered at our main campus located at Level 11, 474 Flinders Street, Melbourne VIC 3000.

Assessment Approach Students will receive on-going feedback on their progress through weekly assessments from class teachers. Assessment methods include, but are not limited to, written tests, oral presentations, class discussions, homework, and group activities.

Admissions and Enrolment

Students must read this handbook carefully in full before making an application. Students are encouraged to contact AIE and talk to one of our friendly, informed staff members if they are unsure about any information included in this or have any questions.

Australian Institute of Entrepreneurship accepts applications from all students who meet the entry requirements in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting later. To apply to enrol in a course, you must complete an Application for Enrolment Form. Applications for admission for students on a student visa must be made using the Application for enrolment - international students. Students must complete the Application for enrolment and send the completed application to AIE along with supporting documents.

Students must complete the application form and Pre-Training Review form (attached within the application form) and send the completed forms along with all the relevant documents and the Application fee to AIE. You can also submit your application through one of our authorised agents. A list of courses offered and list of approved agents can be found on our website www.aiemel.edu.au. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). One of our staff will conduct a PTR call to verify the answers provided by the students. AIE may also verify evidence provided by you of your IELTS/equivalent test score and secondary school certificate.

Completed Application for enrolment is processed by AIE and the application assessed based on the information supplied. The participants for each program offered by AIE will be selected in a manner that reflects access and equity principles. Completion of the Application for enrolment does not imply that AIE will make an offer to the student.

When prospective students apply to enter AIE to study, the following procedure applies:

All international students should be able to meet the English requirements as required under the assessment level and country of passport of the student by Department of Home Affairs (DHA).

AIE accepts the results from International English Language Test Score (IELTS), PTE Academic Entry or the Test of English as a Foreign Language (TOEFL) as below.

IELTS (Academic Module)	TOEFL (Paper Based)	TOEFL (Internet Based)	PTE Academic
Overall band score of 6.0	567	60	46

If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English-speaking country*
* (Australia, New Zealand, United Kingdom, Canada, United States of America, South Africa, Ireland).

- You have completed at least 6 months of a Certificate IV level course or higher in an Australian RTO.
- You have completed AIE's English Placement Test.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on successful completion of an approved English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Handbook on Course Credit.

Once you have completed your application form and gathered all the necessary documentary evidence, send it to AIE Admissions Officer: admissions@aiemel.edu.au. You will be contacted within 30 days with the outcome of your application and to confirm your details.

Upon approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

AIE will issue a Letter of Offer to successful applicants after all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement. You must carefully read and sign the written agreement, pay the fee requested in the student's written agreement and send it to AIE. AIE will not accept any course fees without a student's written agreement.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover, with a condition that you must take the LLN test before the course commencement.

Students undertaking the course must possess Numeracy skills. To determine this, all students wanting to study at AIE are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot-under the supervision of a qualified LLN assessor.

Once the completed written student's agreement and fee is received (and cleared by the bank)

Before you arrive, you will also need to complete an Enrolment Form which will be provided to you.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>



We are unable to issue a qualification or a statement of attainment unless we have your valid USI.

If a student is exempted from having a student identifier, then the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared by the registrar

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: [Explore visa options \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au)

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Australian Institute of Entrepreneurship and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

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

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are granted release from the education provider to attend another institution.

For a full list of mandatory and discretionary student visa conditions please visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-detailsand-conditions/see-your-visa-conditions?product=500>

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in. You will need to make your own travel arrangements to Australia. Please try to arrive at least one to two weeks before the start of the compulsory International Student Orientation to allow enough time for settling in, adjusting to the climate and overcoming jetlag. As you are studying at AIE Melbourne, you should fly into Melbourne International Airport. See <https://www.melbourneairport.com.au/Passengers/Passengerinformation/Passenger-journey>

Melbourne International Airport

Tullamarine Airport is the primary airport serving the city of Melbourne.

Address: Departure Drive, Melbourne Airport VIC 3045

Phone: (03) 9297 1600

Web: <http://melbourneairport.com.au/>



PREPARING TO MOVE TO AUSTRALIA

Making a checklist before you depart ensures that you have all the items you need, and that arrangements are finalised.

You should prepare a folder of official documents to bring with you to Australia, including:

- A valid passport and a current Student Visa
- Any details of accommodation or airport pick-up that have been pre-arranged
- Letter of Offer from AIE
- Copy of your CoE from AIE
- Receipts for any payments already made to AIE
- Original Academic and English Proficiency Transcripts and Certificates
- Identification papers and official documentation such as birth certificate, driver's licence, proof of citizenship etc.
- Credit cards if available
- Some Australian currency for the first few days (AUS\$300 - \$500)
- Your medical records, immunization records and prescriptions
- Marriage certificate if your spouse is coming with you
- Receipts of goods you may bring with you to Australia to assist with assessing customs duty/ sales tax
- Photos of your family and friends as well as any items to make your new surroundings feel more comfortable and familiar
- Subject outlines and curriculum details of any previous studies to apply for credit transfer advanced standing.
- Phone and mobile plan

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family to send to you if needed.

Have you got all the information you need?

- Have you arranged accommodation? Ensure you have the address with you as a confirmation of where you will be living
- Who will be picking you up from the airport? Do you need to arrange transport to your new home in Australia?

Have you received your confirmation from AIE via email? If not, email studentsupport@aiemel.edu.au no less than 10 days prior to departure from your home country.

STUDENT ARRIVAL AND ENROLMENT INFORMATION

It is important that you arrive at AIE on the starting date displayed on your Offer Letter to ensure that you do not miss any classes. As per the Education Services for Overseas Students Act 2000 (ESOS), any students who fail to enrol within five business days of course commencement will be reported and have their Confirmation of Enrolment (CoE) cancelled. Any student seeking an exemption must seek written permission from AIE's Admission department.

Tip: Keep your documents in a re-sealable folder in your carry-on luggage for easy access while travelling and to keep them safe from damage. Remember to scan these documents and save an electronic copy or leave another set of documents with your friends/ family in case you lose any documents.

ENTRY INTO AUSTRALIA

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

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs. If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at: www.aqis.gov.au

Arriving in Australia

ARRIVING/DEPARTING AT MELBOURNE AIRPORT (TULLAMARINE)

Melbourne's main airport at Tullamarine is located 23kms from the CBD with the journey taking from 20 to 35 minutes depending on traffic.

City of Melbourne International Student Welcome Desk

International students who will be living or studying in Melbourne are encouraged to visit the City of Melbourne's Student Welcome Desk at Melbourne Airport is your one-stop shop for information and advice. The desk is located at Travellers' Information Service, International Arrivals Hall, Ground Floor, Terminal 2, and Melbourne Airport. It is open 7am to midnight, seven days a week. Some staff can speak languages other than English.

The friendly staff can provide you with:

- information on temporary accommodation options – YHA has great deals for new students
- transport options from the airport to central Melbourne or your educational institution – if you have not booked with your education provider, Skybus is the best option.

- general information you may need upon arrival, a free welcome pack with information on:
 - how to use Melbourne's public transport and Myki ticket system
 - the latest Vodafone phone and internet options, and a sim card to get you connected straight away
 - our recommendations for shopping, cafes and entertainment in Melbourne
 - how to find employment, plus information on tax and banking in Australia
 - International Student Events in your city: <http://insiderguides.com.au/international-student-events-city/>

On arrival, you will find many transport options (see below) and information access points in the terminals. All terminals are close or adjoin each other and you will not need to get a bus to go to other terminals.

The below is a summary of the main transport options and prices to the city centre:

Taxi: \$50 - \$60 (up to four people) - 20 - 40 mins.

Skybus: \$19 per person - 20 - 40 mins.

Public Transport: \$4 + \$6 for Myki - 70 - 90 mins.

Staying connected

Before you leave home, you should provide your family and friends 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 have not, 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 Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note: most banks are not open on the weekend and while airport currency exchanges are 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>

International Students in Australia LIVING IN MELBOURNE

Melbourne is the capital city of Victoria with a population of over 4 million people. It is Australia's second largest city. The city offers wonderful experiences, a great climate, friendly people, and quality education. Situated on the Yarra River and around Port Phillip Bay, the city has beautiful beaches and excellent water sports facilities. It is a spacious city with many parks & gardens, sporting venues, and scenic attractions.



One-quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. "Melbourne is among the top 10 most liveable cities in the world as surveyed by CNN travel index. "

CLIMATE

Melbourne has a temperate climate with four distinct seasons:

Winter (June - August)

Temperatures range from 10-15°C

Spring (September - November)

Temperatures range from 17-22°C

Summer (December - February)

Temperatures can rise above 35°C

Autumn (March - May)

Temperatures range from 17-24°C

Events and Entertainment

Melbourne is a cosmopolitan city that is full of life. The city hosts a variety of festivals, cultural and sporting events, including the Australian Grand Prix, the Australian Open, the Spring Racing Carnival, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Spring Fashion Week and the Melbourne Fringe Festival, Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade.

Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are incredibly attractive for social, sporting, and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Study

Melbourne boasts an abundance of fine universities and colleges with international reputations. For this reason, Melbourne is considered Australia's premier university and education city and an ideal place to study.

Transport

Melbourne has an excellent public transport system with trains, trams and buses providing an extensive network throughout the city and suburbs. Taxis are plentiful and safe and are available 24 hours a day.

Useful Websites

www.ptv.vic.gov.au

www.studymelbourne.vic.gov.au

www.studyinaustralia.gov.au

www.homeaffairs.gov.au

Accommodation

Renting is another option for students to consider when staying in Melbourne. Students often rent a flat or a unit and share with other friends, which can save money. The average price for renting near the city varies dramatically and can range from approximately \$250 per week for a one-bedroom property to well over \$350 per week.

The tenant is also usually expected to pay a rental bond. See: <https://www.globalpropertyg.com>.

Unfurnished

There are many responsibilities involved with renting a property. Below is a list of steps to ensure you have a comfortable and stress-free stay in Australia:

- Find the location as close to the city/public transport and public conveniences as possible. This will save time and gives you more available time to do other activities.
- There are lists of vacant properties in the local newspapers and Internet Real Estate Listings.

You may also want to visit real estate agent's websites directly for property information. These are examples of the real estate agents you may want to visit:

- www.realestate.com.au
- www.domain.com.au
- www.rent.com.au

Share House

Share house accommodation is immensely popular with students. Students share their own cooking and share most of their household expenses (e.g. food, water, electricity, gas). Most share houses are unfurnished. Most share houses are arranged among friends, or you may find potential flat mates on websites such as:

<https://flatmates.com.au>

www.gumtree.com.au

Prepare a budget that you will need to spend for the property. A bond payment equivalent to four weeks rent is usually required plus one week's rent in advance. (Subject to agents' requirements.) For example, if rent is AUS\$120 per week, the cost to move into a new apartment would be AUS\$120 x 4 = AUS\$480 plus AUS\$120 (one week's rent in advance), so the total amount required would be AUS\$600.

Fully Furnished

You may otherwise want to rent a furnished property, which will cost more. Fully furnished accommodation usually includes the following:

- Bed
- Refrigerator
- Cooking facilities
- Washing and drying facilities
- Kitchen table and chairs
- Lounge

The starting price for fully furnished properties is AUS\$250p/w for one bedroom, only if shared.

Tenants Victoria

(Issues on renting across Victoria): T: (03) 9416 2577 W: <https://tenantsvic.org.au/>

Consumer Affairs Victoria provides advice to consumers, Residential Tenants, landlords, businesses and not-for-profits. T:1300 558 181 W: <https://www.consumer.vic.gov.au/>

USEFUL RENTAL ACCOMMODATION WEBSITES:

You may also want to visit real estate agent's websites directly for property information. These are examples of the real estate agents you may want to visit:

- www.realestate.com.au
- www.domain.com.au
- www.rent.com.au

Most students want to live within walking distance of the campus, but this is not always possible, and accommodation is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport

Boarding or homestay

Home Stay

What is a homestay? Homestay is when you stay with a family in their home, in the suburbs, which are usually about 30 - 50 minutes from the city by train. The family provides you with your own bedroom and you are welcome to share the other facilities of the home - the bathroom, living room, kitchen, laundry, etc. It is different to a guesthouse or 'bed and breakfast' establishment in that you are treated like a member of the family. Remember, too, that, as it is a family situation, respect and co-operation are required. Homestay is a fantastic opportunity to really experience the Australian lifestyle and the diverse cultures firsthand and enjoy the warmth and hospitality of the multicultural diversity of people who live in Australia. Your host family can also help you plan sightseeing and other activities during your stay in Australia during the summer vacation or during an absence of more than one week, however there is no contractual obligation for them to do this.

Hostels / Unilodges

Alternatively, students may want to choose a student hostel; one such example is Unilodge.

Unilodge

Unilodge offers students furnished studios, 1- and 2-bedroom apartments across Melbourne. Designed and built specifically for students, residents of Unilodge can appreciate state of art security, the on-site business centre, and the support of an experienced management team. Living at Unilodge gives students access to Melbourne's best lifestyle and entertainment. For more information, please visit Unilodge's homepage:

<http://www.unilodge.com.au>

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you, these are the responsibility of each individual and are a sign of personal independence and becoming an adult. Most Australians, especially landlords and rental agencies, believe it is especially important for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Bringing your Family with You **Issues to Consider**

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia, it is important to consider the following issues:

- The cost of airfares for your family to and from Australia
 - Possible higher rent for a larger home
 - Limited employment opportunities for your spouse
 - Extra costs for food, clothing and other necessities
 - The effect on you and your studies if your family is not happy in Australia
 - Whether your children will adjust to school in Australia
 - Waiting lists for childcare centres
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time. For more information visit: [www. homeaffairs.gov.au](http://www.homeaffairs.gov.au)

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

- Centre-based childcare AUD\$70 to AUD\$180 per day.
- Family day care AUD\$6 to AUD\$17 per hour
- Nannies AUD\$15 to AUD\$35 per hour

Finding suitable child-care in Australia requires patience and planning. Waiting lists for places in most child-care centres are long. Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm and sometimes 6:30pm). Children who need these programs must be registered with the school.

Find out more at: Live in Victoria [Education and childcare - Live in Melbourne](#) and
Find an Early Childhood Service or School: <http://www.education.vic.gov.au/findaservice/home.aspx>

For school children at a government public school, current costs range from AUD\$40 and AUD\$2,200 for indicate school year and provide costs for all school years as costs vary depending on the school year.

For students attending private school's fees vary depending on the school.

<https://www.goodschools.com.au/start-here/financing-your-childs-education/school-fees>

When you send your child to a government school, there may be some costs involved. Your child's school can ask for payments for the materials and services your child uses at school. You may also be asked to make a voluntary donation to support the school.

There are three categories of items or services that school councils can request payments for from you:

essential education items, which you need to buy for your child or pay the school to buy for you, these can include stationery, textbooks and school uniforms

optional extras, which are offered on a user-pays basis, and you can choose whether your child will use, such as school magazines or extracurricular programs

Voluntary financial contributions, which your school may ask you to make.

School councils are responsible for developing and approving a policy for their school around fees and family contributions. This school-level policy must reflect the Department's policy and be given to parents and guardians.

Safety



Emergencies

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

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

Fire

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

Ambulance

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

Medical assistance

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

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship 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 us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

Australian Health Management OSHC www.ahmoshc.com

BUPA Australia www.overseasstudenthealth.com

Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

OSHC World Care www.oshcworldcare.com.au

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

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

Extra OSHC provided by some OSHC providers.

International travel insurance; or

General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Working in Australia

Important Information

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students must not work for more than 48 hours a fortnight when student's course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday

From 1 July 2023, student visa holders will be restricted to 48 hours of work a fortnight.

You can phone the Department of Home Affairs (DHA), visit the following website to find out more about working in Australia, including how to find a job.

[WORK IN AUSTRALIA | STUDY AUSTRALIA](#)

[WORK RESTRICTIONS FOR STUDENT VISA HOLDERS \(HOMEAFFAIRS.GOV.AU\)](#)

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. Prospective Student visa applicants and their family members must have access to the following funds to meet the living costs requirements.

The Department of Home Affairs has financial requirements you must meet to receive a student visa for Australia. Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses. With effect from October 1, 2023, the recommended 12-month living cost for a single student is AUD\$24,505. The Home Affairs website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#> covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student. Course and study costs in Australia will depend on the education provider and level of study you choose.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/. Insider guides welcome course is a free 2-week email course that will welcome, prepare and help you enjoy your new home like a local. To register go to: <http://insiderguides.com.au/insider-guides-welcome-course/>

You will receive our most popular, useful and engaging content right to your inbox. Our content is written by locals, international students and experts, and we understand what you're looking for when you first arrive.

This course covers topics such as:

- Arranging the essentials like phone, bank account and Tax File Number
- Choosing the right accommodation
- Exploring your new city
- Transport
- Preparing for study
- Working in Australia
- Making friends and socialising
- Health and wellbeing
- Making friends and socialising
- Health and wellbeing

For more information, please refer to the following websites:

www.studyinaustralia.gov.au/english/live-in-australia/living-costs

<https://www.studying-in-australia.org/cost-of-living-in-australia>

Students will need \$29,710 per year (excluding tuition) to cover living expenses including accommodation, food, transport, entertainment, clothing, and books.

Hostels and Guesthouses - \$90 to \$150 per week

Shared Rental - \$95 to \$215 per week

Homestay - \$235 to \$325 per week

Rental - \$185 to \$440 per week

Budgeting

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

Costs associated with living in Australia are included at:

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

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

Shopping

All Australian major town centres and capital cities have shopping facilities. Stores are open from 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day and seven days a week. Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Clothing

While there are no set rules on clothing in Australia, many workplaces, restaurants, clubs and bars have a dress code. Australian people dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

Other living expenses:

Gas, electricity - \$10 to \$20 per week

Groceries and eating out - \$140 to \$280 per week

Phone and Internet - \$15 to \$30 per week

Public transport - \$30 to \$60 per week

Car (after purchase) - \$150 to \$260 per week

Entertainment - \$80 to \$150 per week

Fees and Refunds

Protection of fees paid in advance

Australian Institute of Entrepreneurship protects the fees that are paid in advance by international students.

For international student fee protection is ensured as follows:

All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.

Australian Institute of Entrepreneurship does not require international students to pay more than 50% of course fees prior to course commencement. However, students are provided with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, AIE will require students to pay the full cost of the course prior to course commencement.

Tuition Protection Services Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are

unable to fully deliver their course of study. The TPS ensures that international students can either: - Complete their studies in another course or with another education provider or - Receive a refund of their unspent tuition fees. For more information on Tuition Protection Service visit: <https://tps.gov.au>

Cooling off period

AIE will provide applicants with a 7-day cooling off period. This means that if a student accepts the offer letter to study at AIE and pays AIE relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify AIE in writing within 7 days of the signed agreement date.

Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first.

Fee information is always provided prior to enrolment as per the requirements of the National Code 2018. Fee information provided to students includes:

All relevant fee information, including fees that must be paid and payment terms

Details of the potential for fees to change during the student's course, as relevant

Deposits and refund information and conditions relating to these

The learners' rights as a consumer including any cooling off period

Refund information is outlined in the Student Agreement too. A copy of AIE's Fees and Refunds Policy is available for download from our website www.aiemel.edu.au

Fees will only be collected once a signed copy of the Student Agreement is received by Australian Institute of Entrepreneurship.

Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.

Course fees include one copy of the required textbook (if applicable) and learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. If textbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials – the cost is outlined on the Student Agreement as applicable.

Course fees include the issue and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$50 per request.

Course fees do not include Overseas Student Health Cover or optional extras such as airport pickups. These fees are at an additional cost as outlined in the Written Agreement.

Overdue payments

Students who are experiencing difficulty in paying their fees are invited to contact AIE's accounts department on +613-9428-9570 to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due. Australian Institute of Entrepreneurship reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will be reported to DET via PRISMS under student default.

Refunds

All course fees include a non-refundable deposit / enrolment fee which is outlined on the Course Outline. The deposit is non-refundable except in the unlikely situation where Australian Institute of Entrepreneurship is required to cancel a course due to insufficient numbers or for any other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Students, who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Australian Institute of Entrepreneurship in writing, outlining the details and reason for their request.

All students' refunds are conditional on the following:

A. COURSE WITHDRAWAL

- a) Where a written notice of withdrawal is received by the school at least **12 full weeks or more before the agreed start date** of the course or term, the school will refund 100% of the fee received except application fee.
- b) Where a written notice of withdrawal is received by the school within **6 to 11 full weeks before the agreed start date** of the course or term, the school will refund 50% of the fee received except application fee.
- c) Where a written notice of withdrawal is received by the school within **5 full weeks or less before the agreed start date** of the course or term, no refund will be provided.
- d) Where a written notice of withdrawal is received by the school **after the start date** of the course or term, no refund will be provided.
- e) Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.
- f) It should also be noted that if the student's enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.
For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for a refund as the enrolment falls in no refund time period of 5 full weeks prior to the agreed start date of the course.
- g) If the refund application is approved, a refund will be paid within the period of 20 working days after receiving a written notification/claim from the student and relevant forms duly signed by the student.
- h) The school must have received funds for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).

Student Default

An overseas student or intending overseas student defaults, in relation to a course at the location, if the student himself/herself initiates termination of enrolment like:

- a) 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

- b) The student withdraws from the course at the location (after the agreed starting day).

or

- c) the school refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:
 - i. The student failed to pay the amount payable to the provider for the course.
 - ii. the student breached a condition of his/her student's visa, and his/her visa has been refused.
 - iii. misbehaviour by the student {Note: the student is entitled to natural justice under subsection 47A (3)}

Note: If students do not commence studies in a course (i.e. the student does not start the course on that day) or when they are due to commence and have not notified the School in writing within 14 days of the

course commencement, then student's enrolment will be cancelled on the basis of non-commencement of studies.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the school.

AIE will pay the refund to the following person:

- a. the student
- b. if a person (other than the student) is specified in the written agreement to receive any refund- the specified person.

AIE will pay the refund within the period of 20 working days after receiving a written claim from the student.

Visa Refusal

If a student's visa application or visa renewal is refused by the Australian Government, a refund of full course fees will be made, and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (2).

The calculation under subsection 47E (2) is as follows:

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of

Subsection 47E (2) of the Act is the total amount of the pre-paid fees that the provider received for the course in respect of the student less the following amount (the lesser of):

- a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- b) the sum of \$500.

Students must provide the school with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:

The refund amount = weekly tuition fee x the number of weeks in the default period

- The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.
- Weeks in default period: number of calendar days from the default day to the end of the period to which the payment relates.

or

The number of weeks in the default period = the number of weeks (i.e., calendar days divided by 7, rounded up to the nearest whole number) in the unexpired portion of the course after the default day, in relation to which AIE has received tuition fees.

If AIE has only received an instalment of tuition fees for part of the course, the weeks in default period would be the number of weeks between the default day and the end of the part of the course to which the instalment relates.

If the number of weeks calculated is not a whole number, round the number up to the nearest whole number.

No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

If a Visa is refused due to the submission of fraudulent documents by or on behalf of the student, no refund will be provided to the student.

PROVIDER DEFAULT

- I. In the unlikely event that the school is unable to start or deliver the course (known as provider default), the student can choose to accept either:
 1. A refund of course fees, which will be issued to the student within 14 days.
 2. Or be placed on an alternative course with the school or another provider. If the student chooses this option, they must sign a new written agreement to indicate that they have accepted the placement.
- II. If the student chooses to receive a refund of course fees, the school will calculate the unspent portion of tuition fees paid to date (i.e., tuition fees the student has paid for, but which has not been delivered by the school). The refund will be paid within 14 working days after the cessation of the course.
- III. If the School is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

REFUND PROCESS

- a. The student must apply for a refund using the *Refund Form* available on the website or from reception, along with the evidence and supporting documents. Such documents may include, but are not limited to:
 1. a completed refund application form provided by the school.
 2. a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
 3. Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 28 days (20 working days) of the receipt of completed refund application form along with full the supporting documents by the school (*in case of student's default*).
- c. Refunds will be made within 14 working days of the receipt of completed refund application form along with the full supporting documents by the school (*in case of AIE default*).
- d. Student can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

PAYMENT OF REFUNDS

- A. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.

- B. Refund to International banks will be made in the Australian currency whereby the student will receive refund amount equivalent to Australian dollar exchange rate on the date of transfer.

Note: Timeline for refund

It is to be noted that refunds will be made available to students differently based on the student's default and providers (AIE) default.

- i. **In case of Student default:** Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.
- ii. **In case of a Provider's (AIE) default:** a Refund will be paid within the period of 14 days after cessation of the course.

Please refer to the course refund table below for details:

AIE COURSE FEE REFUND TABLE			
Refund Circumstances	Refund of Tuition Fees Paid	Refund of Material Fees	Application Fee
Withdrawal at least 12 full weeks or more prior to agreed start date.	100%	100%	No refund
Withdrawal between 6 to 11 full weeks prior to the agreed Start date.	50%	100%	No refund
Withdrawal in 5 full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the school	100%	100%	100%
Application rejected by the school	100%	100%	No Refund
The course is not provided fully to the student because the school has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by AIE for the course in respect of the student course less the following amount. (a) 5% of the total amount of pre-paid fees that the provider received in respect	100%	100%

	of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser		
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No Refund	No refund
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Visa refused due to submission of the fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Withdrawal after the agreed start date	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The school cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund.			

For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund period of 5 weeks prior to the agreed start date of the course.

Outcomes of refund decisions

Australian Institute of Entrepreneurship will provide the outcome of the refund assessment in writing to the student's registered email address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Students will be advised that they may appeal the refund assessment following Australian Institute of Entrepreneurship's Complaints and Appeals Policy and Procedure.

Additional Fees and Charges (if required)

Australian Institute of Entrepreneurship provides details of fees for courses together with any additional charges in the written agreement that you signed at the commencement of your course.

<p>Re - Enrolment in Unit</p> <p>In cases where students need to repeat a unit or units to achieve competency a re-enrolment fee will be charged per unit. In these cases, the student has been deemed Not Yet Competent (NYC), or has been found to have plagiarised, cheated or colluded and need to re-enrol and repeat the training & assessment for this unit or units.</p>	<p>Re - Enrolment Full Unit of Competency Charges \$300</p>
<p>Re-issuing of testamur and statements of results</p> <p>All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.</p>	<p>\$50</p>
<p>Replacement Student ID Card</p> <p>In cases where a student has lost their ID card and needs a replacement a fee will apply</p>	<p>\$15</p>
<p>Recognition of Prior Learning</p> <p>The application fee for RPL is payable up front. Pending the outcome of the RPL assessment process calculations for the remaining units of study will be calculated from the applicable qualification tuition fee divided by the total number of units within the qualification to arrive at the unit price and bring down the overall tuition fee with a reduced duration.</p>	<p>Application Fee \$100</p>

Credits

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Australian Institute of Entrepreneurship can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront, and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you do not provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Australian Institute of Entrepreneurship has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to accept this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL may be an option for you, we advise you to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace. Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about submitting an application for RPL, contact the head office.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Australian Institute of Entrepreneurship will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

Assessment

Your Course and Assessment

The training and assessment offered by Australian Institute of Entrepreneurship focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency.” You may either be studying one or a few 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 required in the workplace such as communication or health and safety.

Our course outlines 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 course but usually include written and/or oral questions, written assignments, projects and practical observations.

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

Be provided with detailed assessment instructions for each task/requirement which includes the criteria against which you will be assessed.

Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments are to be submitted directly to the trainer/assessor.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 7 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be provided a 2 further attempts to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your re sit or resubmission and advised of the requirements and where applicable what you must include in your re-submission. This will incur an additional fee for students as identified in the fees and charges information.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will be given an overall outcome for the unit of Not Yet Competent (NYC). This will mean that you will then need to re-enrol in the unit/s and complete additional training and assessment to support you in achieving a competent outcome. This will incur an additional fee for students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Note: Students who fail to attend assessments or submit assessments by the due date with no evidence will be immediately marked as Not Satisfactory (NS) and will be at risk of an overall outcome for the unit of Not Yet Competent (NYC).

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals Policy for more information. Policy is available to download at www.aiemel.edu.au.

Australian Institute of Entrepreneurship does not guarantee that:

- A learner will successfully complete a training product
- A training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of the Standards for RTOs 2015
- A learner will obtain a particular outcome where this is outside the control of AIE.

Student plagiarism, cheating and collusion

Australian Institute of Entrepreneurship has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing 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.

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

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

Student Orientation and Support Services

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:

- Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- Any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in, and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Receiving English language support.
- Study skills centre/study clubs.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Being safe on campus and around campus
-
- Support services available at AIE to assist overseas students to help them adjust to study and life in Australia,
- English language and study assistance programs
- Language Literacy and numeracy (LLN) support
- Any relevant legal services
- Emergency and health services
- AIE's facilities and resources
- Complaints and appeals processes.
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- Job placement assistance for those participating in courses that require practical placement.
- Computer and technology support.
- Referral to external support services.

Orientation sessions are a wonderful way of meeting other students.

Contact us at any time on +613-9428-9570 to discuss your support needs.

Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:

Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.

- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically, and ethically.

For more information, refer to www.fairwork.gov.au.

National Employment Standards

The National Employment Standards (NES) are 11 minimum employment entitlements that must be provided to all employees. The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other [registered agreement](#) can't provide for conditions that are less than the national minimum wage or the NES. They cannot exclude the NES.

The 11 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Offers and requests to convert from casual to permanent employment.
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay.
- Fair Work Information Statement (the FWIS) and Casual Employment Information Statement (the CEIS).

For more information, refer to <https://www.fairwork.gov.au/employment-conditions/national-employment-standards#nes-entitlements>

Academic Support

Students may have concerns about their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain an appropriate academic level, and general support to ensure that they achieve satisfactory course progress. A student's course progress and attendance are monitored, and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period defined in the training and assessment strategy for the course. Students will be reported to the Department of Home Affairs (DHA) if a student shows unsatisfactory course progress in two consecutive study periods.

A student can discuss any academic or other related issues to study at AIE at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

We carefully monitor course progress to ensure students do not fall behind course requirements because we want our students to succeed.

Intervention strategies are put in place to assist students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies include:

- Reduced Study Load
- attending counselling.
- English language support.
- reviewing learning materials with the student and providing information to students in a context that they can understand.
- providing extra time to complete tasks.
- Adjusting timetables
- providing access to supplementary or modified materials.
- providing supplementary exercises to assist understanding.
- receiving assistance with personal issues which are influencing progress.
- receiving mentoring.

English Language Support and LLN Support: If students do not meet the recommended English and LLN requirements, students will be referred for additional support to be provided by the institute or students will be asked to take further Language, literacy, and numeracy training, such as ELICOS programs. AIE will provide support and guidance to students who are facing difficulty in English or LLN. Students are requested to meet Student Support Officer to seek guidance and/or support. Appropriate strategies will be implemented to assist the students with their learning.

International Student Support Officer:

Contact: Tejaswini Namburi

Email: studentsupport@aiemel.edu.au

AIE students can access our range of support services by either contacting the listed staff member above or via email at studentsupport@aiemel.edu.au

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through 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.

Services will be provided at no additional cost to the student.

Contact us +613-9428-9570 for details about welfare services we can offer.

External Support Services

At times, it may be required to refer students to external support services to deal with their specific problems or situations. Staff engaged in the student support services will ensure that the students are referred to appropriate organisations and services.

Student support services staff can assist personally and provide with information on many issues such as:

- Accommodation including student's rights and responsibilities as a tenant
- Legal issues
- Going to court
- Resume preparation
- Appointments for counselling and welfare services
- Personal problem e.g. homesick, loneliness, harassment, bullying

These services will be provided at no additional cost to the student. If AIE refers the student to external support services, AIE will not charge for the referral.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

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

The Victorian Equal Opportunity and Human Rights Commission.

Address: Level 3, 204 Lygon Street Carlton. Vic 3053

Office hours: Monday to Friday 9am to 5pm

Phone: 1300 891 848 ; Website: <https://www.humanrightscommission.vic.gov.au/> ; Interpreters: 1300 152 494

Legal Aid Victoria

Address: 570 Bourke St, Melbourne VIC 3000

Phone: 1300 792 387 Website: <https://www.legalaid.vic.gov.au/contact-us>

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.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and

wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

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

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

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to 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 Australian Institute of Entrepreneurship decision to report you to DHA. However, an appeal will only be considered AIE has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

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

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

Where Australian Institute of Entrepreneurship is unable to offer a pre-requisite unit.

Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

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

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance. In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance. You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

Course Transfer Policy

All decisions made by Australian Institute of Entrepreneurship about student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

Transferring from another registered provider

Australian Institute of Entrepreneurship will not knowingly enrol a student wishing to transfer from another registered provider's course unless one or more of the following conditions apply:

- the student has completed six months of their principal course or course package.
- the original registered provider has provided a written letter of release.
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. Australian Institute of Entrepreneurship will not actively recruit a student where this clearly conflicts with obligations under standard 7 of the National Code 2018 (Overseas student transfers).

Transferring to another registered provider

For Australian Institute of Entrepreneurship students seeking to transfer to another registered provider's course of study, a letter of release from Australian Institute of Entrepreneurship is required. This will be granted in any of the following circumstances:

Where it is considered that the course that the student wishes to transfer to.

- better meets the study capabilities of the student; and/or
- better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.
- The student can provide evidence that his or her reasonable expectations about the current course are not being met.

- Where a student has provided evidence that he or she was misled by Australian Institute of Entrepreneurship or migration agent regarding the provider or its course which is in breach of the ESOS Act.

A transfer to another course will not be granted where:

The transfer may jeopardise the student's progression through a package of courses.

The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Australian Institute of Entrepreneurship's Fees and Refunds Policy and Procedures.

Transferring to another course offered by Australian Institute of Entrepreneurship

Students may transfer to another course offered by Australian Institute of Entrepreneurship in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to.
- better meets the study capabilities of the student; and/or
- better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Australian Institute of Entrepreneurship will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

For a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Australian Institute of Entrepreneurship's Fees and Refunds Policy and Procedure

Visa advice

All students who are either considering a course transfer, or **have been granted a letter of release**, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881.

Appeals

Where the decision is made to refuse a course transfer or Australian Institute of Entrepreneurship does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Australian Institute of Entrepreneurship's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, **a letter of release will be granted**.

Records

All records relating to internal course transfers will be kept on a student's file.

Deferral, suspension and cancellation policy

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with Australian Institute of Entrepreneurship and where Australian Institute of Entrepreneurship can initiate the suspension or cancellation of the student's enrolment.

This ensures compliance with Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Definitions

CoE means Confirmation of Enrolment

DET means Department of Education and Training

DHA means Department of Home Affairs

Deferral means to postpone commencement of studies.

Suspension is a temporary postponement of studies.

PRISMS mean Provider Registration and International Student Management System (PRISMS)

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where Australian Institute of Entrepreneurship 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

Deferral and suspension of studies

Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances, and each case will be assessed on its individual merits.

When determining whether compassionate or compelling circumstances exist, Australian Institute of Entrepreneurship considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Australian Institute of Entrepreneurship because of a circumstance such as being involved in a car accident.

Where a student-initiated deferral or suspension of enrolment is granted, Australian Institute of Entrepreneurship will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Cancellation of studies

Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Australian Institute of Entrepreneurship Course Transfer Policy and Procedure.

Australian Institute of Entrepreneurship may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in this handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.

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

Visa status

Deferment, suspension or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Australian Institute of Entrepreneurship will notify DET via PRISMS of the change in enrolment status.

Where a student accesses the Complaints and Appeals process, Australian Institute of Entrepreneurship will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

Students are referred to the DHA web site 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 his or her visa.

Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DHA a new CoE or provide DHA with evidence that he or she has accessed an external appeals process.

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

Where Australian Institute of Entrepreneurship 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 Australian Institute of Entrepreneurship's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances 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.

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

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

Australian Institute of Entrepreneurship provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.

Student may access all relevant forms for deferral or suspension through Australian Institute of Entrepreneurship web site or by direct request.

Standards of behaviour required are outlined in the International Student Handbook.

Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended, or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

Change in visa status

Deferment, suspension or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Australian Institute of Entrepreneurship will notify the Department of Education and Training 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 at www.homeaffairs.gov.au or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Australian Institute of Entrepreneurship, 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, Australian Institute of Entrepreneurship will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired

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.

Australian Institute of Entrepreneurship 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.

Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor.

- You can provide feedback to us by:
- Completing the student survey at the end of your course
- Emailing us on studentsupport@aiemel.edu.au
- Submit a Suggestions for Improvement Feedback form via reception

Student code of conduct

Students' rights

All students have the right to:

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

Students' responsibilities

All students, throughout their training and involvement with Australian Institute of Entrepreneurship, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Australian Institute of Entrepreneurship in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.

- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Australian Institute of Entrepreneurship if any difficulties arise as part of their involvement in the program.
- Notify Australian Institute of Entrepreneurship if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

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://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

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, Australian Institute of Entrepreneurship must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health, safety, and welfare. Australian Institute of Entrepreneurship has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

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

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you are not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Australian Institute of Entrepreneurship emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.

- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

Harassment, victimisation or bullying

Australian Institute of Entrepreneurship is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Australian Institute of Entrepreneurship 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, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you do not like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per AIE's Complaints and Appeals policy available for download at www.aiemel.edu.au.

Equal opportunity

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

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

Australian Institute of Entrepreneurship 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.

Legislation

A range of legislation is applicable to all the staff members and students at Australian Institute of Entrepreneurship. Information on relevant legislation can be found at the following websites.

- Occupational Health & Safety <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>
- Australian Human Rights Commission <https://humanrights.gov.au/>
- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs <https://immi.homeaffairs.gov.au/>
- Disability Standards for Education 2005 <https://www.legislation.gov.au/Details/F2005L00767>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Details/C2022C00087>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975 <https://www.legislation.gov.au/C2004A00274/latest/text>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/C2004A02868/latest/text>
- Privacy Act 1988 <https://www.legislation.gov.au/C2004A03712/latest/text>
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.education.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018>
- Education Services to Overseas Students (ESOS) Act 2000 <https://www.legislation.gov.au/Details/C2022C00066>
- Education Services to Overseas Students (ESOS) Regulations 2019 <https://www.legislation.gov.au/Details/F2021C01320>

It is the responsibility of all AIE's staff to ensure the requirements of relevant legislation are always met. Please refer to the websites indicated or contact the institute if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Privacy Policy

Privacy Principles

Refer to <http://www.oaic.gov.au/privacy/about-privacy> for further information.

Personal information is collected from individuals in order that Australian Institute of Entrepreneurship can carry out its business functions. Australian Institute of Entrepreneurship only collects and stores information that is related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Australian Institute of Entrepreneurship complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the state in which the RTO operates.

This means Australian Institute of Entrepreneurship ensures each individual:

- Knows why their information is being collected, how it will be used and to whom it will be disclosed.
- Can access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Australian Institute of Entrepreneurship if they consider that their personal information has been mishandled.

Collection of information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal and contact details
- employment information, where relevant
- academic history
- current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
- Information about any terminations for change to identity and duration of the course for international students
- English language proficiency for international students, including the name of the test and the score received
- visa information for international students, including the immigration office where the visa application was made and current local immigration office
- passport information for international students including whether the student was in Australia when they became an accepted student
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation and assessment information
- breaches of student visa conditions relating to attendance and/or course progress
- fees and payment information
- Information required for the issuance of a USI.

Unique Student Identifiers (USI)

All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Australian Institute of Entrepreneurship upon enrolment. Alternatively, Australian Institute of Entrepreneurship can apply for a USI on behalf of an individual.

The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Australian Institute of Entrepreneurship applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender
- Contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

To create a USI on behalf of a student, Australian Institute of Entrepreneurship will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.

The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
- applying for, verifying and giving a USI
- resolving problems with a USI
- creating authenticated vocational education and training (VET) transcripts

and may be disclosed to:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- the purposes of administering and auditing VET, VET providers and VET programs
- education related policy and research purposes
- to assist in determining eligibility for training subsidies
- VET Regulators to enable them to perform their VET regulatory functions
- VET Admission Bodies for the purposes of administering VET and VET programs
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
- schools for the purposes of delivering VET courses to the individual and reporting on these courses
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law

The consequences to the student of not providing the Registrar with some or all their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Australian Institute of Entrepreneurship will be unable to issue a qualification or statement of attainment.

Storage and use of information

Australian Institute of Entrepreneurship will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.

The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.

Australian Institute of Entrepreneurship may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

Disclosure of information

The personal information about students enrolled in a Course with Australian Institute of Entrepreneurship may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above), DET, TPS and DHA, and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Australian Institute of Entrepreneurship will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- Australian Institute of Entrepreneurship believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

Access to and correction of records

Individuals have the right to access or obtain a copy of the information that Australian Institute of Entrepreneurship holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Australian Institute of Entrepreneurship holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within Australian Institute of Entrepreneurship can do so by following Australian Institute of Entrepreneurship's Complaints and Appeals Policy and Procedure.

Access to Your Records

You may access or obtain a copy of the records that Australian Institute of Entrepreneurship 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 which can be provided to you at AIE reception. There is no charge to access your records.

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

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

A student may request a Statement of Attainment at any time via email or in person 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
- Request for records to be amended

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO. If this occurs, Australian Institute of Entrepreneurship will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable. Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by using the Change of Details Form.

Complaints and Appeals Policy

1. Nature of complaints and appeals

Australian Institute of Entrepreneurship responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors and other staff.
- Any third-party providing Services on behalf of Australian Institute of Entrepreneurship.
- Any student or client of Australian Institute of Entrepreneurship.

Complaints may be made in relation to any of Australian Institute of Entrepreneurship's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

An appeal is a request for a decision made by Australian Institute of Entrepreneurship to be reviewed. Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by Australian Institute of Entrepreneurship

2. Principles of resolution

Australian Institute of Entrepreneurship is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Australian Institute of Entrepreneurship ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Can be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Australian Institute of Entrepreneurship will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to act under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or

appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

Australian Institute of Entrepreneurship will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

5. Making a complaint of appeal

Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Australian Institute of Entrepreneurship's head office at Level 11, 474 Flinders Street, Melbourne, Victoria 3000 attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Australian Institute of Entrepreneurship to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing within 3 business days and action will be taken towards addressing the complaint and appeal within 7 business days.

6. Resolution of complaints and appeals

Some or all members of the management team of Australian Institute of Entrepreneurship will be involved in resolving complaints and appeals as outlined in the procedures.

Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Where a third-party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.

Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.

The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

The enrolment status of student will be handled as follows:

For international students, Australian Institute of Entrepreneurship will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Australian Institute of Entrepreneurship maintains the student's enrolment as follows:

If the appeal is against Australian Institute of Entrepreneurship'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 Australian Institute of Entrepreneurship's decision to report.

If the appeal is against Australian Institute of Entrepreneurship's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Australian Institute of Entrepreneurship will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

7. Independent Parties

Australian Institute of Entrepreneurship acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Australian Institute of Entrepreneurship.

- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). Information is available here [How we can help you | Commonwealth Ombudsman](#)
- Australian Institute of Entrepreneurship will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

- Complaints can also be made via the following avenues:
 - National Training Complaints Hotline:
 - The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:
 - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
 - Email: NTCH@education.gov.au.
- Australian Skills Quality Authority (ASQA):

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

ASQA can investigate complaints about Australian Institute of Entrepreneurship in relation to:

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

For students:

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

International students: <https://www.asqa.gov.au/>

For other stakeholders:

- Information about the process and information you should provide is available here: <https://www.asqa.gov.au/>
 - The Overseas Student Ombudsman (OSO)

International students may also complain to the OSO if their complaint is in relation to Australian Institute of Entrepreneurship:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to act or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Australian Institute of Entrepreneurship.

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

Please refer to the following website if you are considering making a complaint:

[How to make a complaint | Commonwealth Ombudsman](#)

9. Issuing of certification documents

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

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

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

Australian Institute of Entrepreneurship must have a valid USI on file for the student for a qualification or Statement to be issued.

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.