Student Information Handbook (International Students)

2026

Australian Institute of Engineering

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Australian Institute of Engineering
Engineers bring dreams to reality

Student Information Handbook

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General Information

Introduction

Welcome to Australian Institute of Engineering!

Australian Institute of Engineering is a Recognised Training Organisation (RTO), delivering Nationally Accredited Training. Australian Institute of Engineering is providing the following Qualifications to international students:

- **MEM40119 Certificate IV in Engineering (Fabrication Trade)**
- **MEM40119 Certificate IV in Engineering (Mechanical Trade)**
- **MEM50119 Diploma of Engineering (Advanced Trade)**
- **MEM80125 Graduate Diploma of Engineering**

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

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

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

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

Training Guarantee
Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking. Australian Institute of Engineering will maintain compliance with all aspects of the Standards for RTOs 2025 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, including delivery and assessment arrangements and issuing of AQF certification documents.

Our working hours:

Monday – 09:00 am – 05:00 pm

Tuesday – 09:00 am – 05:00 pm

Wednesday – Closed

Thursday – Closed

Friday – 09:00 am – 05:00 pm

Saturday – 09:00 am – 05:00 pm

Sunday – 09:00 am – 05:00 pm

Facilities, equipment, and learning and library resources available to students:

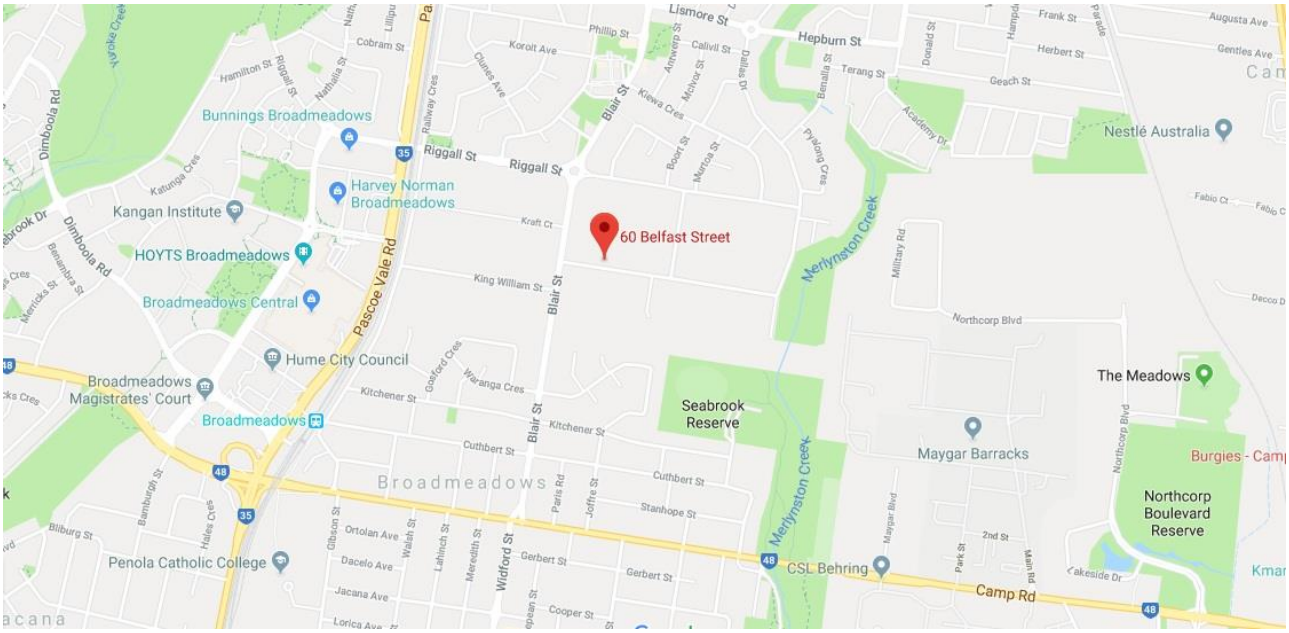
The equipment which students can use are Welding machines, General Machining equipment, Power tools, Hand tools, Measuring tools, Consumables, Lifting equipment, PPE, Spare accessories.

Here is the list of facilities we have for the students:

1. Welding Bay
2. Grinding area
3. Lunch area
4. Recreation area
5. Parking area
6. Lockers
7. Kitchen
8. Classrooms
9. Emergency equipment (First aid)
10. Computer Laboratory
11. Material storage area
12. Cylinder storage area
13. Library

Location and Public Transport

Broadmeadows Campus: Australian Institute of Engineering is located within easy access of Broadmeadows train station (Craigieburn line) and bus stops. There is ample parking space inside the campus.



Student Attendance and Behaviour

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

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

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

Please note where the student breaches the RTO Policies and Procedures and therefore is cancelled from the course, no refund for course fees is payable to the student, subject to the ESOS Act 2000 and Australian Consumer Law.

Complaints and Appeals

Students have access to Australian Institute of Engineering's complaints and appeals process. The complaints and appeals policy and procedure ensure that fair and equitable processes are implemented for any complaints or appeals against Australian Institute of Engineering.

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

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

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

Students are able to submit a formal complaint to Australian Institute of Engineering relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc.). This can be submitted to Student Administration or directly to the CEO. All complaints are handled with confidence and are reviewed by the CEO.

A student may also appeal a decision made by Australian Institute of Engineering in regard to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

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

All students have access to the Complaints and Appeals Policy and Procedure (Appendix 1) and the Complaints and Appeals Form (Appendix 2) are listed as Appendixes to this Student Information Handbook, and copies can also be produced by the Student Administration Department at any time upon request. Please read the Appendixes 1 and 2 for more details about the complaints and appeals process and related form.

Australian Institute of Engineering Equity Commitment

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

Australian Institute of Engineering acknowledges its legal obligations under State and Federal equal opportunity law, including:

- VET Quality Framework:
  - Standards for NVR Registered Training Organisations:
    - Outcome Standards for Registered Training Organisations (Instrument 2025)
    - Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
    - Credential Policy 2025
  - Australian Qualifications Framework (AQF)
  - Financial Viability Risk Assessment Requirement (Instrument 2021)
  - Data Provision Requirements (Instrument 2020)
- ESOS Framework:
  All CRICOS registered RTOs must comply with the legislative components:
  - Education Services for Overseas Students Act 2000 (ESOS Act)
  - National Code of Practice for Providers of Education and Training to Overseas Students 2018

- Equal Opportunities – The following promote recognition and acceptance of all people and to eliminate all forms of discrimination as far as possible:
  - The Equal Opportunity Act 2010 (Vic)
  - Anti-Discrimination Act 1977 (NSW)
  - Equal Opportunity Act 1984 (WA)
  - Equal Opportunity Act 1984 (SA)

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
  The Charter of Human Rights and Responsibilities Act 2006 (the Charter) is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between government and the people it serves.
  The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of government, to act consistently within the human rights in the Charter.

- Anti Discrimination – The following legislation aims to ensure that everyone is treated equally, regardless of their race, colour, descent, nationality, age, gender, or ethnic origin. They also promote racial and religious tolerance by prohibiting conduct involving the vilification of persons on the ground of race or religious beliefs:
  - Charter of Human Rights and Responsibilities Act 2006 (Vic)
  - Worker Screening Act 2020
  - Racial and Religious Tolerance Act 2001 (Vic)
  - Anti-Discrimination Act 1977 (NSW)
  - Equal Opportunity Act 1984 (WA)
  - Racial Vilification Act 1996 (SA)
  - The Racial Discrimination Act 1975 (Cth)
  - The Age Discrimination Act 2004 (Cth)
  - The Sex Discrimination Act 1984 (Cth)
  - The Disability Discrimination Act 1992 (Cth)

- The Copyright Act 1968 (Cth)
  This legislation establishes the legal framework in Australia for protecting original works and other subject matter by granting creators exclusive rights to control how their material is used, reproduced, and distributed.

The above legislation can be found at either:

- http://www.comlaw.gov.au
- http://www.legislation.vic.gov.au

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

All Australian Institute of Engineering staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by an Australian Institute of Engineering representative, please contact the CEO or Director.

AIE First Nations Student Pledge

As a Registered Training Organisation, we respectfully acknowledge the unique and continuing connection that First Nations peoples have with Country, culture, and community.

We make the following commitments to support our First Nations students:

- We acknowledge the diverse histories, experiences, and contributions of Aboriginal and Torres Strait Islander peoples as the First Peoples of this nation.
- We will speak with respect about First Nations culture, knowledge, systems, and people, and we are committed to upholding the dignity of all First Nations communities.
- We recognise that First Nations peoples may face barriers to accessing vocational education and training (VET) and may not always have the same experience as non-Indigenous Australians. We are committed to removing those barriers where possible and improving outcomes.
- We champion cultural safety by fostering an inclusive learning environment where First Nations students and staff feel safe, valued, and supported at all times.

We strive to create a culturally respectful and equitable RTO where every student can thrive.
By embedding these values into our everyday practice, we aim to contribute to a fairer, stronger, and more inclusive future for all Australians.

Occupational Health and Safety

Australian Institute of Engineering complies with all relevant Occupational Health and Safety legislation:

- The Occupational Health and Safety Act 2004 (Vic)
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2020 (WA)

The above legislation outlines the expectations for the health, safety and welfare of employees and other people at work, eliminate risks at the source, involve employers, employees and organisations in the implementation of health and safety standards.

Trainers/Assessors will actively take steps to identify hazards that could cause harm to Student in the learning environment. Where possible, the Trainers/Assessors will take action to remove or control these hazards, and will report the hazard to the appropriate on-site personnel.

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

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Standards for RTOs 2025, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student.

Relevant legislation includes:

- The Commonwealth Privacy Act 1998 (amended by the Commonwealth Privacy Amendment (Private Sector) Act 2006)
- Privacy and Data Protection Act 2014 (Vic)
- Privacy and Personal Information Protection Act 1998 (NSW)

The ESOS Legislative Framework

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa.
The following link provides details of all aspects of the ESOS Legislative Framework:
https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

Access to Student Records

Access by students to their personal records is available upon request to the Student Administration Department. Students may contact student administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification.
Student Access to the file will be granted only once written notification is received and Student Administration has validated the student's identification.
Access shall be provided within 2 days of confirming the student's identification.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic, personal or wellbeing (emotional , psychological or financial) issues. Staff at Australian Institute of Engineering will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by the RTO has the responsibility to provide support to all students, the RTO shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of business.
Students can access the student support officer directly or via student administration and an appointment will be organised as soon as practical.
Currently the role and responsibility this 'Student Support Officer' is maintained by the persons detailed below:

Name: Goma Sharma Ph: +61 3 9302 1296/Extension 4 Email: gsharma@auie.edu.au / support@auie.edu.au
Name: Lata Basneth Ph: +61 3 9302 1296/Extension 3 Email: lbasneth@auie.edu.au / support@auie.edu.au

The following support services are to be available and accessible for all students studying with the RTO.

The Support Officer is able to provide links/ referrals to external sources of support where the staff AIE are not qualified or it is in the student's best interests to seek professional advice.
All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.
Any referrals conducted by the RTO at no cost to the student, but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the RTO.

Examples of training support services that may be applicable for a student:

- Additional training time
- one on one time with trainers and assessors
- Providing materials in alternative formats

Examples of wellbeing support services that may be applicable for a student:

- Referrals to general wellbeing services
- Referrals to counselling services that provide vocational, emotional, and psychological support
- Referrals to financial support services to assist students at risk of discontinuing their training due to financial hardship

- ***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. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.
  All international students' progress and attendance is monitored and guidance and support provided where non-satisfactory results are identified.
  A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at the RTO at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

- ***Personal / Social issues***
  There are many issues that may affect a student's social or personal life and students have access to the Support Officer through normal RTO hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

- ***Accommodation***
  While the RTO does not offer accommodation services or take any responsibility for accommodation arrangements the RTO is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.
  All international students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

- ***Medical Issues***
  Student Administration will always have an up to date list of medical professionals within access from the RTO location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.
  Local medical services can be gained from the student support officer.

  Medical clinic referral available for students.

*Clinic: Pascoe vale road family clinic
12/1100 Pascoe Vale Road
Broadmeadows, VIC 3047
Phone: 03-9309 9833
email: pvfc1100@gmail.com

*Bulk Billing through OSHC for students
*Male / Female GP's available for consultation

- ***Legal Services***
  The RTO is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

A copy of the Student Support Policy and Procedure is available via request from Student Administration.

Emergency and After-Hours Support

Australian Institute of Engineering is committed to supporting students both during and outside normal business hours.

In the case of a life-threatening emergency requiring police, fire, or ambulance assistance, students should immediately contact Australian emergency services by dialling 000.

Students who require urgent assistance related to their studies outside standard operating hours may contact Australian Institute of Engineering on +61 3 9302 1296. After the call connects and the automated greeting begins, students should press “1” on their keypad to be connected to the after-hours support service.

This service is intended for urgent matters that cannot wait until the next business day. For general enquiries, enrolment questions, or other non-urgent administrative matters, students should contact the institute during normal office hours or via email.

Student Requirements

English Language Requirements

All Vocational Education courses have an English language requirement. This requirement is met by achieving an IELTS testing score of 6.0. Students who do not have a current IELTS or equivalent test result are advised to have their English level tested prior to commencement of their chosen vocational course.

Further information on this requirement can be gained by contacting the RTO directly or your Education Agent.

As part of the enrolment process, students will also need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess your LLN ability. Some students may be referred on for special help as required.

If you have a Language Literacy or Numeracy concern that you think may affect your training program, we encourage you to raise the matter through enrolment or directly with your Trainer/ Assessor.

Satisfactory Attendance

International students are required to maintain a full-time study load as part of their Student Visa requirements. The attendance of the student is monitored by the RTO and where a student is at risk of falling below the required 80% attendance, the RTO will council and provides support to prevent an unsatisfactory attendance record. Where there is an unsatisfactory record of attendance, the RTO is obliged to notify the Department of Education (DoE) and the Department of Home Affairs (DHA). This may affect a student's visa status.

Further details on student attendance can be found within the documented policy and procedure available upon request.

Academic Progress

International students are also required to maintain satisfactory academic progress as a condition of their Visa. Satisfactory progress is defined as maintaining a 50% competency rate for 2 consecutive semesters. This progress is also monitored by the RTO and support and guidance will be given and intervention strategies implemented for students who are identified as at a risk of not achieving satisfactory academic progress. Where a student is unable to maintain the required 50% pass mark over two consecutive terms, the RTO is obliged to notify DoE & DHA. Where this occurs a student's visa status may be affected.

Further details on academic progress can be found within the documented policy and procedure available upon request.

Student Conduct

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

Students are also required to adhere to academic rules and regulations as directed by the RTO or its representatives. Where a student is found to have acted in a way that the RTO deems to be misconduct, the RTO may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.

Unique Student Identifier

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create
- Stays with you for life

It is a requirement that all students must provide a Unique Student Identifier (USI) to Australian Institute of Engineering before a Qualification or Statement of Attainment can be issued (unless a USI Exemption has been granted by the Department of Education and Training).

This requirement includes all international students studying with Australian Institute of Engineering will need a USI. All international students studying in Australia will have been issued with an Australian Visa. This will allow them to use their passport as proof of ID when creating a USI.

Australian Institute of Engineering will include provision for the USI on the Written Agreement and will require all students to generate their own USI at *www.usi.gov.au/students/create-your-usi*

USI Exemption

A person with a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. To apply for an exemption, the student must complete the online 'Exemption from a Unique Student Identifier form' found at: https://www.usi.gov.au/exemptions

If an exemption is granted:

- the Student Identifiers Registrar will issue a letter confirming the student does not need a USI to receive their Qualification or Statement of Attainment. The student must supply a copy of their letter to the RTO to demonstrate they are exempt from having a USI.
- 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.

Deferring, suspending or cancelling an enrolment

Students are able to initiate deferral, suspension or cancellation of their studies only in limited circumstances or may have their enrolment suspended by the RTO due to misbehavior. A student enrolment may be cancelled where a serious breach of Visa or enrolment conditions has occurred.

It is important to note that deferring, suspending or cancelling a student's enrolment may affect your student Visa.

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

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

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some of examples of what may be considered compassionate or compelling circumstances. The CEO will use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the RTO will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

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

Student Initiated Cancellation
A student may cancel their enrolment where they have decided to discontinue studying with the RTO.

Please note: Students wishing to transfer their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. Further information can be gained from the 'Transfer between Providers Policy and Procedure'.

Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to Student Administration.

Provider Initiated Deferral

Australian Institute of Engineering may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the RTO deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please see 'Provider Default' within the Refund Policy and Procedure.

Provider Initiated Suspension or Cancellation

Australian Institute of Engineering may suspend or cancel a student enrolment where they have not paid fees as documented in their written agreement or has behaved in a manner that is not appropriate for an education setting such as misbehavior. Such actions may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying, as well as acts of cheating or plagiarism. Such acts of misbehavior will be classified into one of two categories – Academic Misconduct or General Misconduct. Where the Academic or General Misconduct is considered severe enough, the RTO has the right to cancel the student enrolment.

Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within Australian Institute of Engineering.

Assessment breaches such as:

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

General Misconduct

General misconduct is where a student has acted in a manner that is not appropriate for an education setting. The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Examples of General Misconduct may include where a student has:

- Non-payment of fees as documented in the student's written agreement;
- Does not follow the rules and procedures of the RTO;
- prejudices the good name or reputation of the RTO;
- prejudices the good order and governance of the RTO or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the RTO;
- fails to comply with conditions agreed in the contract;
- wilfully disobeys or disregards any lawful order or direction from RTO personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of the RTO;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the RTO, or on RTO premises or other premises to which the student has access as a student of the RTO;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the RTO;
- knowingly makes any false or misleading representation about things that concern the student as a student of the RTO or breaches any of RTO rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the RTO, or any other person while the student is engaged in study or other activity at Australian Institute of

Engineering, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of the RTO;
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the RTO premises while acting as the RTO student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of the RTO or for which the RTO is responsible; or
- is guilty of any improper conduct

Where a student has been identified of Academic or General Misconduct the CEO shall be informed and will make a decision on the penalty and the severity of the penalty. The CEO may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

The penalties the Australian Institute of Engineering may impose include:
- Non-payment of fees may result in suspension of studies until such time as the remaining fees are paid or cancel the enrolment where it has been determined the collection of fees will not be possible.
- Academic Misconduct could include a warning, repeating an assessment task, deemed NYC in the unit of competency, or suspension or cancellation of enrolment
- General Misconduct may result in a warning, a charge for any costs that may have been caused, request for formal apology if the action affected a third party, or suspension or cancellation of enrolment

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

Living in Australia

Australia

Australia is a unique and diverse country in every way - in culture, population, climate, geography, and history.

Culture

Australian culture is as broad and varied as the country's landscape. Australia is multicultural and multiracial and this is reflected in the country's food, lifestyle and cultural practices and experience.
Australia has an important heritage from its indigenous people, which plays a defining role in the cultural landscape.

This diversity of influences creates a cultural environment in Australia that is lively, energised, innovative, and outward looking.

Population

Australia's population is roughly 22.0 million people. The most populous states are New South Wales and Victoria, with their respective capitals, Sydney and Melbourne, the largest cities in Australia.
Australia's population is concentrated along the coastal region of Australia from Adelaide to Cairns, with a small concentration around Perth, Western Australia. The centre of Australia is sparsely populated.

Climate

The majority of Australia experiences temperate weather for most of the year.
The northern states of Australia are typically warm all the time, with the southern states experiencing cool winters but rarely sub-zero temperatures.
Snow falls on the higher mountains during the winter months, enabling skiing in southern New South Wales and Victorian ski resorts, as well as the smaller resorts in Australia's island state, Tasmania.

Geography

Australia is an island continent and the world's oldest and sixth largest country (7,682,300 sq. km).
Lying between the Indian and Pacific oceans, the country is approximately 4,000 km from east to west and 3,200 km from north to south, with a coastline 36,735 km long.

Canberra is Australia's capital city. With a population of approximately 320,000 and situated in the Australian Capital Territory, Canberra is roughly half way between the two largest cities Melbourne and Sydney.

Australia has 17 listed World Heritage properties. Australia is also famous for its landmark buildings including the Sydney Opera House, and the Sydney Harbour Bridge; its ancient geology, as well as for its high country.

History

Australia's first inhabitants, the Aboriginal people, are believed to have migrated from some unknown point in Asia to Australia between 50,000 and 60,000 years ago.

While Captain James Cook is credited with Australia's European discovery in 1770, a Portuguese possibly first sighted the country, while the Dutch are known to have explored the coastal regions in the 1640s.
The first European settlement of Australia was in January 1788, when the First Fleet sailed into Botany Bay under the command of Captain Arthur Phillip. Originally established as a penal colony, by the 1830s the number of free settlers was increasing. Transportation of convicts to the eastern colonies was abolished in 1852 and to the western colonies in 1868.

Legal system
Australia follows a Westminster system of government and law inherited from the British who originally colonised the country.

There are two main political parties and a number of minor parties, which make up the Commonwealth parliament. Each state and territory also has its own government.

Living in Broadmeadows

Broadmeadows is a suburb of Melbourne, Victoria, Australia, 16 km (9.9 mi) north-west from Melbourne's central business district. Its local government area is the City of Hume. At the 2016 Census, Broadmeadows had a population of 11,970.
Broadmeadows is a sub-regional centre within the northern suburbs of Melbourne, and is often used as a reference for the suburbs around it, although this may be due to its former status as a municipality.
The City of Broadmeadows was a local government area about 20 kilometres (12 mi) north of Melbourne, the state capital of Victoria, Australia. The city covered an area of 63.65 square kilometres (24.58 sq mi) Broadmeadows has a strong manufacturing industry.

Transport in Broadmeadows:

Broadmeadows is serviced by the Melbourne metropolitan railway service as well as the Victorian regional railway services from Broadmeadows railway station, located between Pascoe Vale Road and Railway Crescent, which is served by regular trains on the Craigieburn railway line. Broadmeadows is also the terminus for the area's bus routes. Victoria Police Protective Services Officers (PSOs) patrol Broadmeadows railway station from 6pm until the last train service, 7 days a week.

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU$1700 to AU$2200** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

School Aged Dependants

If you are to be accompanied by any school aged dependents you are required to ensure that they are enrolled in a school. The options are enrolling in a Government or Private School. In both cases you will be required to pay any fees.

There are a number of schools throughout Broadmeadows. Please see the following links for further details and contact points. You will need to contact schools directly to enquire on availability and fees.

Victoria state government – Department of Education website:
https://www.education.vic.gov.au/school/Pages/default.aspx

Overseas Student Health Cover (OSHC)

All student visa holders must have Overseas Student Health Cover (OSHC) which provides medical and hospital insurance in Australia. You must not arrive in Australia before your health insurance starts. If you are in Australia and do not have adequate health insurance, you are in breach of visa condition 8501.

AIE does not organise OSHC for students and all students are responsible for organising this prior to arrival in Australia.

Further information on OSHC can be found through the following Australian Government Departments:

- Department of Immigration and Border Protection – Health Insurance for students https://www.border.gov.au/Trav/Stud/More/Health-Insurance-for-Students
- The Department of Health – Overseas Student Health Cover – Frequently Asked Questions http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1

Planning for training

Competency-Based Training and Assessment Process

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

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms to ensure an overall understanding of all skills and knowledge is available.

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

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)
Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

The RTO will ensure the following definition of Credit Transfer is implemented:

Credit Transfer: The process of recognising and awarding credit for prior successful completion of an equivalent unit of competency or module.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Australian Institute of Engineering. To apply for a Credit Transfer, students must be able to present their original Qualification/ Statement of Attainment or USI Transcript with codes and titles that match the current units in which they are enrolled, or the code and title of a superseded equivalent unit.

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

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

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all students upon request.
Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the CEO by following the 'Complaints and Appeals Policy and Procedure.'

Language Literacy and Numeracy & Digital Literacy

Australian Institute of Engineering recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the pre-enrolment process of a course the RTO will review the students:

- Language, literacy and numeracy proficiency
- Digital literacy

As part of the pre-enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the student upon request.

The possible support measures may include:

- Additional training time
- One-on-one training
- Providing materials in alternative formats
- Reasonable adjustment
- Referral to external agencies who may be able to assist

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

Student Feedback

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

Feedback shall be gained from the student at various points throughout the program at an informal level, however if you have immediate feedback to provide to the RTO, we encourage you to contact the RTO directly.

The RTO shall also conduct formal feedback at two (2) occasions throughout the student course (midpoint and completion):

<u>Midpoint Feedback:</u>
At the midpoint of a student's course of study, the student will be asked to complete a 'Midpoint Feedback Survey'. This allows the RTO to ensure that the student is satisfied with the services that the RTO is providing and that they are receiving the services outlined in their enrolment information.
The Midpoint Feedback Form will administered by Student Administration and the relevant Trainer / Assessor. Completed surveys are to be submitted to the Student Administration Department.
A summary of the feedback collected is to be presented for review through the RTO Meetings where required action can be determined.

<u>Completion Feedback:</u>
Students are also asked to complete a 'Learner Questionnaire' upon completion of their course of study. This evaluation requests feedback across a range of aspects including:

- Course content

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

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

Qualifications & Statements of Attainment

Students will be issued a Qualification when they have been assessed as competent in the Units of Competency specified as being required for completion of a Qualification. The Qualification will be issued within 30 days of completion of the course (providing all course fees associated with the student have been paid).

Students will be issued with a Statement of Attainment where students have completed some Units of Competency – but have not attained a full Qualification (they have withdrawn from a Qualification) or have only enrolled into single unit. The Statement of Attainment will be issued within 30 days of completion/ withdrawal of the course (providing all course fees associated with the student have been paid).

Please note: A Qualification or Statement of Attainment may not be issued without a valid USI unless an exemption has been granted.

Course Information

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

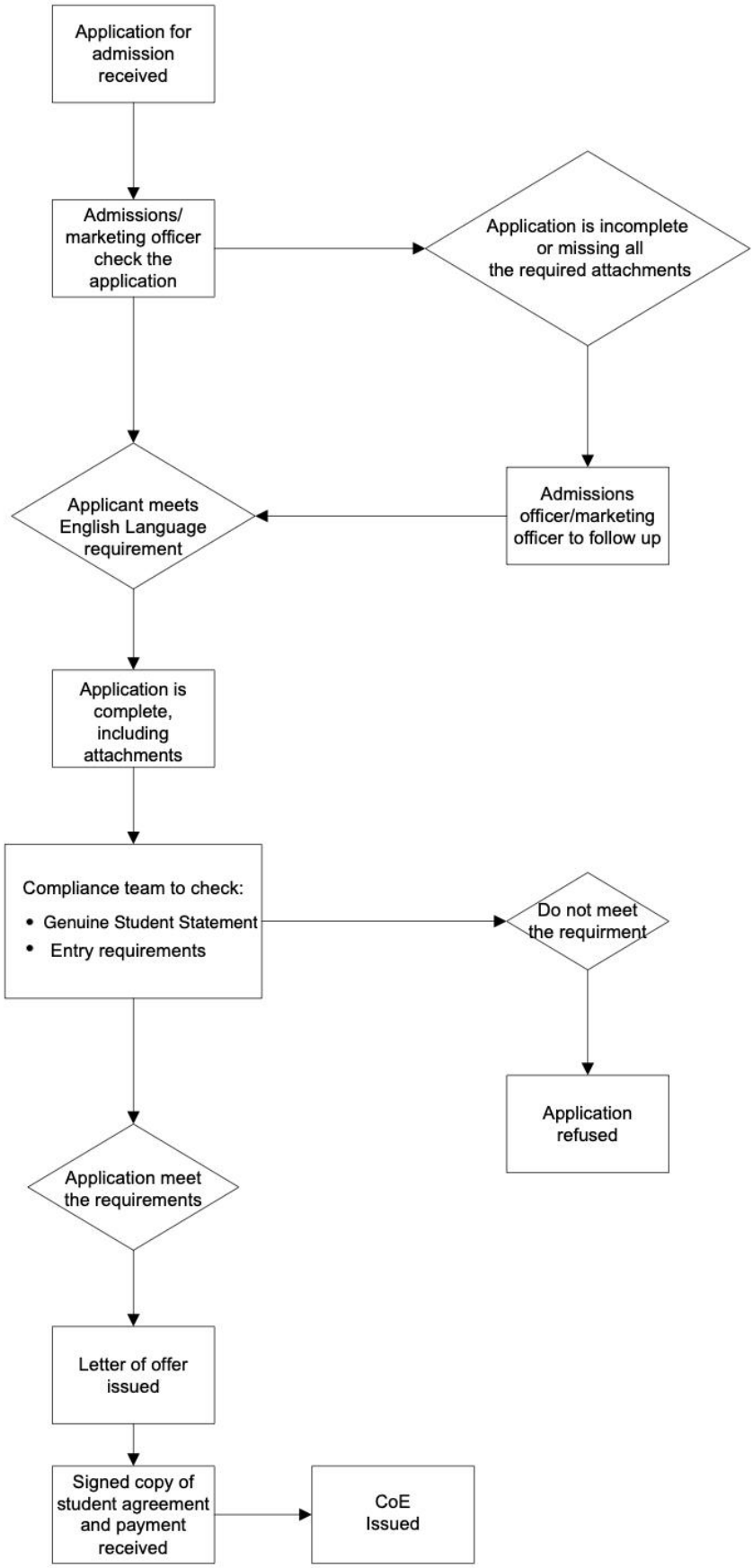
Enrolment Process

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in the Course Brochure and in this document.
2. Complete and sign the Application Form (International Students) to declare that you understand all of the information provided and confirm your interest in the selected course. This will include providing a range of information and documents to support your application.
3. Complete the Language, Literacy, Numeracy Activity
4. Return the Application Form to Australian Institute of Engineering.
5. If the student meets the entry requirements, they will then receive a Letter of Offer and Written Agreement confirming your enrolment details which must be signed and returned to confirm their enrolment with Australian Institute of Engineering.

Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.

Enrolment Process Flow Chart



Student Visa Application Guide

1. Apply to Australian Institute of Engineering and get acceptance letter and CoE.

2. Check if you require a student visa for Australia

New Zealand citizens are not required to obtain a student visa to study in Australia. All other international students must apply for an appropriate Australian student visa prior to commencing their studies. Student visa requirements and assessment processes vary depending on the applicant's nationality and individual circumstances. Students are strongly encouraged to commence the visa application process as soon as they receive a Letter of Offer and Confirmation of Enrolment (CoE) from Australian Institute of Engineering.

3. Check which type of Visa you will be required in order to study in Australia

You will be required to apply for the Australian student visa (subclass 500) by using the official online platform. Please follow the steps on the website. You can fill in your country of origin to get a list of requirements for your student visa application. Please visit below mentioned link:

https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#aboutVisa-index-7

You can also register for a medical exam before applying for a visa.

After you apply, depending on your situation, you might be asked to:

- attend a visa interview
- provide evidence that you don't have any criminal records
- provide more information
- take a medical exam

It's likely you'll also have to provide biometrics during the visa application process, but some countries may be exempt.

Your biometrics are an extra identification method (e.g. fingerprinting and pictures) that countries use for security purposes.

4. Language requirements for studying in Australia

When you apply for the Australian student visa, you are required to prove your English skills with the result from an accepted English language test:

You are required to prove your English proficiency skills, when you are applying for the Australian student visa. English skills can be proved with the result of any of the below mentioned English language test:

- IELTS Academic
- PTE Academic
- TOEFL iBT

5. Documents required for the student visa in Australia

- A complete application form
- Passport in original and copy

- Letter of acceptance from Australian Institute of Engineering
- Evidence that you can financially afford your studies and living in Australia (approximately 62,222 AUD/year which includes tuition fees, travel costs and living costs)
- Australian accepted health insurance that covers your stay in the country (OSHC)
- English proficiency test results (IELTS / PTE Academic / TOEFL)
- Criminal record verification results (You might be asked for this document after applying for student visa)
- Proof that you paid the 2000 AUD visa fee (unless exempt)

Check out other aspects and documents that determine your eligibility for an Australian student visa by visiting below mentioned link:

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

6. Work as an international student in Australia

Most types of student visas allow you to work during your study up to 48 hours/fortnight (part-time) during the semesters and full-time on holidays.

- The Working Holiday visa applies to students from certain countries, with ages between 18 and 30, and lasts for a maximum of one year.

Fees, Charges and Refunds

Course Fees

Please note that Australian Institute of Engineering may update fees and charges from time to time and it is recommended potential students contact Australian Institute of Engineering to ensure the most up to date information is obtained. Please note that student don't need to supply any material or welding PPE's (except appropriate clothing and safety shoes) as Australian Institute of Engineering will supply and material fees will be charged.
Current course fees are as follows:

Course	Fees	
MEM40119 – Certificate IV in Engineering	Administrative Fee: Tuition Fee: Materials Fee: Total Fees payable:	$300 $22,000 $4,000 **$26,300**
MEM50119 – Diploma of Engineering (Advanced Trade)	Administrative Fee: Tuition Fee: Materials Fee: Total Fees payable:	$300 $26,000 $3,500 **$29,800**
MEM80125 – Graduate Diploma of Engineering	Administrative Fee: Tuition Fee: Materials Fee: Total Fees payable:	$300 $22,000 $3,000 **$25,300**

Please note:

> Total Course Fees includes an administration fee of **$300.00. Student is required to pay this administration fee once only. This administration fee is non-refundable, *(Except in the case of provider default – see Refund Policy and Procedure) subject to the ESOS Act 2000 and Australian Consumer Law.***

Australian Institute of Engineering will not *require* an international student or intending overseas student undertaking a course that is more than 25 weeks, to pay more than 50% of the student's total tuition fees for a course before the student has begun the course.

While Australian Institute of Engineering *cannot require* students to pay more than 50 per cent up front, it can *accept* more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

Other Course Costs that may be incurred (Non tuition):
Re-issue of a testamur (Certificate or Statement of Attainment) - $25

Refunds Arrangements

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to the CEO. Approved refunds will be processed within 14 days of the refund obligation arising, in accordance with ESOS requirements.

The assessment of refund applications shall be granted as indicated below:

Outline of Student Default Refund Arrangements	
Visa refused prior to course commencement	Full refund
Withdrawal prior to agreed start date	Full refund of pre-paid tuition fees
Withdrawal after course commencement	No Refund of pre-paid fees (subject to the ESOS Act 2000 and Australian Consumer Law)
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused tuition fees

Extenuating circumstances
Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

Please note: where the Student breaches the conditions of enrolment no refund is payable, subject to the ESOS Act 2000 and Australian Consumer Law.

All clients have the right to appeal a refund decision made by Australian Institute of Engineering by accessing the Complaints and Appeals Policy and Procedure.
These refund arrangements and the availability of the complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

The full refund policy and procedure is included in *Appendix 3* of this Student Information Handbook.

Further Information

Australian Institute of Engineering **Head Office (Melbourne Campus)** 60 Belfast Street BROADMEADOWS, VIC 3047 Telephone: +61 3 9302 1296 Email: info@auie.edu.au	***National VET Regulator*** **Australian Skills Quality Authority** Ph: 1300 701 801 Website: www.asqa.gov.au

Appendix 1

Complaints and Appeals Policy & Procedure

1. Policy

This policy/procedure supports the RTO to provide a process for complaints and appeals to be heard and actioned. This includes any allegations involving the conduct of

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTOs behalf, its trainers, assessors or other staff; or
- a learner of the RTO

All complaints and appeals received by Australian Institute of Engineering will be viewed as an opportunity for improvement.
Despite all efforts of Australian Institute of Engineering to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following procedures provide students and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student or client (unless referred to a third party; see procedure for more details).

2. Procedure

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients by directly contacting the RTO, through the RTO's website, and within the student information handbook.

2.1 General Complaints

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

- Any student, potential student, or third party may submit a formal complaint to Australian Institute of Engineering with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the Director.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the RTO, or through the RTO website.
- All formally submitted complaints or appeals are submitted to Student Administration or directly to the CEO. Complaints are to include the following information:
  - Submission date of complaint
  - Name of complainant;
  - Nature of complaint ;
  - Date of the event which lead to the complaint
  - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:
  - Submission date of complaint
  - Name of complainant

- Description of complaint / appeal
- Determined Resolution
- Date of Resolution

- The complainant shall be notified in writing that their complaint has been received and registered with the RTO.
- A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- The CEO shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- As part of the process of investigating the complaint the CEO shall ensure the principles of natural justice and procedural fairness are maintained at all times. This includes informing and involving all parties involved in the allegations or cause for the complaint. There will be opportunities provided to all parties to provide their version of the event(s) or action(s) that have caused the complaint. The collection of information and details regarding the complaint will be conducted in a manner that ensures the privacy and confidentiality of all parties involved.
- To ensure the fairness of the complaints system, the complaints resolution process (investigation and determining outcomes of a complaint) must be completed by a person independent of the complaint. In other words where the complaint is in relation to the Director or CEO's actions, the complaint shall be referred immediately to the external and independent mediator listed below.
- In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay, and will be regularly kept informed and updated of the progress of the matter.
- Once a decision has been reached the CEO shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
- The CEO shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by Student Administration and on the students file / complainants file.

2.2 Appealing a Decision

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

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by Australian Institute of Engineering in the first instance.

- To activate the appeals process the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Student Administration Department.
- The complainant shall be notified in writing that their appeal has been received and registered with the RTO.

- The CEO shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The CEO shall ensure that Australian Institute of Engineering acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where a complainant has appealed a decision or outcome of a formal complaint they are required to notify Australian Institute of Engineering in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through Student Administration and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The CEO shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify Australian Institute of Engineering if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register.'
- The CEO shall be notified and shall seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another Trainer & Assessor appointed by Australian Institute of Engineering.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Australian Institute of Engineering if they wish to proceed with the external appeals process.

2.3 External (Independent) Appeals:

In addition to the above internal processes, if the processes fail to resolve the complaint or appeal, or the complainant or appellant is still dissatisfied with the decision of the RTO, an application with an independent and external dispute resolution body can be submitted to allow for any decisions made by the RTO in relation to the complaints and / or appeals process to be reviewed independently of the RTO. (See below for contact details).

It should also be noted that any *appeals* relating to the Director will be automatically be dealt with by this external and independent mediator in the first instance of the complaint being received.

Where the RTO is informed that the student has accessed external appeals processes:

- The RTO will maintain a student's enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the external appeals process.

- Where a decision or outcome is in favour of the complainant, Australian Institute of Engineering shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student's grievance as soon as practicable.
  The decision of the independent mediator is final and any further action the student wishes to take is outside the RTO's policies and procedures. Students wishing to take further action shall be referred to the appropriate government agencies and this information can be gained from the Director.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the 'Complaints and Appeals Register' and the student file for a minimum of 5 years.

Independent Mediators:

International Students External Appeals:
In addition to the above processes International students enrolled with Australian Institute of Engineering can lodge an external appeal with the Commonwealth Overseas Students Ombudsman. Contact details for the Overseas Students Ombudsman are available from www.oso.gov.au.

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

Further information

National Training Complaints Hotline
Alternatively students are able to contact the **National Training Complaints Hotline** which is designed to protect the interests of students and employers. The contact details are as follows:

Website: https://www.education.gov.au/NTCH
Phone: 13 38 73

Students are also able to submit their complaint via email following the process described at https://www.education.gov.au/email-complaints

2.4 Preventative and Corrective Action

If the internal or any external complaint handling or appeal processes result in a decision that supports the complainant, Australian Institute of Engineering will immediately implement any decision and/or corrective and preventative action that is required, and advise the complainant, and all involved in the matter, of the outcome.

In all cases where a complaint, internal appeal, or external appeal is submitted results in any type of corrective action to be taken by the RTO, details of the complaint and / or appeal shall be reviewed to ensure that steps are taken to eliminate or mitigate the likelihood of recurrence.

In addition the complaints and appeals register shall be monitored by the Director to ensure that all complaints and appeals submitted, regardless of the outcome, are able to monitored and reviewed to ensure appropriate steps and actions are identified to prevent further re-occurrence.

The details of the complaint and resulting outcome(s) shall be reviewed as part of the RTO's next management meeting with the purpose of identifying the potential causes of the initial complaint. The RTO will then determine appropriate steps to be taken so as to remove the potential issue arising again in the future. Where the complaint has arisen due to any employee or student actions, appropriate mechanisms shall be implemented to ensure appropriate education is provided to prevent recurrence of potential issues.

Appendix 2

Complaints and Appeals Form

The following is a cover sheet to support your complaint/ appeal. It is to outline your complaint / appeal and you are to attach any supporting documentation.

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

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

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

Date of submission:	
Name of Complainant:	
Detailed Description of Complaint / Appeal: (Include an outline of your complaint/appeal with details of dates and people involved) What action have you taken to try and resolve this complaint / appeal? Do you have a suggested remedy to the problem?	
I hereby declare that the information provided on this form is true and correct.	Signature:
	Date:

RTO Section:

RTO Personnel who received this document in the first instance:	Title:	
	Name:	
	Signature:	
	Date:	
CEO to complete:	Date received:	
	Name:	
	Signature:	

Appendix 3

Refund Policy / Procedure – International Students

1. Policy

This policy/procedure provides all staff and students information on the refund arrangements that are in place for International Students enrolled with Australian Institute of Engineering.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to Student Administration or the CEO and the following procedures followed in assessing the refund application.

Information on refund arrangements are to be made available to students prior to enrolment through:

- Student Information Handbook – International Students
- The RTO's website
- The enrolment form which is completed and signed prior to acceptance into a course of study with Australian Institute of Engineering.

2. Procedure

2.1 Refund applications

- Any student wishing to apply for a refund must complete a 'Refund Application Form' (Appendix A) and submit this form to Student Administration. The application form can be accessed by:
  - Contacting student administration
  - Referring to the Student Information Handbook
  - Accessing the RTO's website
- All 'refund applications are to be assessed by the CEO and Approved refunds will be processed within 14 days of the refund obligation arising, in accordance with ESOS requirements. Where a student is entitled to a refund the CEO is required to process the refund payment as required.
- Payment of a refund application cancels a student's enrolment.

Please note:

- Where the student breaches the Australian Institute of Engineering Policies and Procedures, no refund is payable, subject to the ESOS Act 2000 and Australian Consumer Law.
- Refund applications placed after course commencement are only in relation to Tuition Fees and do not include fees for materials and equipment which have already been provided.

2.2 Refunds due to non-delivery of course by RTO (Provider Default)

Australian Institute of Engineering reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. Under section 46A of the ESOS Act a RTO defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

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

All course fees (including administration fee and materials and equipment fees) are to be refunded in full if the RTO is unable to commence the course as agreed due to unforeseen circumstances. Any 'unused tuition' fees are to be refunded where the RTO is unable to complete the course due to unforeseen circumstances.

Students are not required to complete a refund application under provider default circumstances as the RTO will actively arrange for refunds to be paid to all affected students. Where there is an instance of provider default in the above circumstances, Australian Institute of Engineering may arrange for another course, or

part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Australian Institute of Engineering will not be liable to refund the money owed for the original enrolment.

Outline of Provider Default Refund Arrangements	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course

2.3 Refunds based upon student application

Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

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

Where a student does not start their course and fails to provide notification there are no refunds of pre-paid fees (unless extenuating circumstances are present) subject to the ESOS Act 2000 and Australian Consumer Law.

Where a student is unable to complete their course they may be eligible for a refund of tuition fees. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.
A refund of tuition fees is only payable in certain circumstances and these circumstances and amounts are provided to students prior to confirming enrolment.

Applications for refunds are to be processed within 14 days of the refund obligation arising, in accordance with ESOS requirements.

Please Note: Refunds are not available for the following, subject to the ESOS Act 2000 and Australian Consumer Law::

- Administration Fee
- Student Enrolment cancelled due to actions of the student (I.e. Breach enrolment conditions such as Course Progress requirements)
- Withdrawal after course commencement without extenuating circumstances
- Non-tuition based fees such as materials and equipment provided after course commencement

Australian Institute of Engineering's refund arrangements are as follows:

Outline of Student Default Refund Arrangements	
Visa refused prior to course commencement	Full refund
Withdrawal prior to agreed start date	Full refund of pre-paid tuition fees
Withdrawal after course commencement	No Refund of pre-paid fees (subject to the ESOS Act 2000 and Australian Consumer Law)
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused tuition fees

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

2.4 Appealing Refund decisions

All students have the right to appeal a refund decision made by Australian Institute of Engineering by accessing the complaints and appeals policy and procedure. Students wishing submit an appeal of the refund decision should refer to the Complaints and Appeals policy and procedure.

This policy and the availability of complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

The RTO's dispute resolution processes do not remove the client's right to pursue other legal remedies where they feel necessary.

2.5 Default Notifications (Notifying the TPS and students of Provider or Student defaults)

Australian Institute of Engineering is only required to report a refund provided to an international student where a student's visa is refused. Notification to the Tuition Protection Service must occur within seven (7) days after the default obligation period for payment of the refund. Australian Institute of Engineering will organise any refunds within 14 days of the default occurring.

As Australian Institute of Engineering has a compliant written agreement in place there are no other reporting requirements in relation to payment of refunds to International students.

All default notifications and reporting is to be completed through PRISMS & TPS login by the CEO.

Any provider or student default must be reported by the CEO as follows:

Provider (RTO) Default:

- Australian Institute of Engineering are required to notify the Secretary and the TPS Director within 3 business days if they default – that is, if they are not able to deliver the course to a student as agreed.
- Australian Institute of Engineering will also notify all students of the default and refund arrangements that will be applicable to the student within 3 business days.
- From this default date the provider will then have 14 days to meet their default obligations and provide any relevant refunds.
- Australian Institute of Engineering is then required to provide notification to the Secretary and the TPS Director of the outcome of the discharge of the refund obligations – that is to report whether the refund has been made.

Student Default:
To meet Tuition Protection Service (TPS) reporting obligations, providers only need to report on whether they have provided a refund to a student in two cases of student default:

- where a student's visa is refused, even if there is a compliant written agreement in place
- where there is no compliant written agreement in place.

Where a compliant written agreement is place, there is no requirement to report any other student defaults and refund arrangements.

Notification to the Tuition Protection Service must occur within seven (7) days after the default obligation period for payment of the refund i.e. report whether the student took the offer of an alternative course or a refund, and, if a refund, how much was paid. Australian Institute of Engineering will organise any refunds within 14 days of the default occurring.

All default notifications and reporting are to be completed through PRISMS / TPS login by the CEO.

2.6 Further information

- Where a student application for refund is submitted, all records of the refund application and associated actions are to be maintained in the student file.
- The RTO is not able to provide any refunds for fees paid to third parties such as OSHC or education agent fees.

2.7 Maintaining Records of Refunds

Where a student application for refund is submitted, all records of the refund application and associated actions are to be maintained in the student file. This includes receipts identifying refunds have been paid and any correspondence relating to the refund application.

Any information that the client provides Australian Institute of Engineering or that Australian Institute of Engineering collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service.