



**AUSTRALIAN INSTITUTE
OF HIGHER EDUCATION**

STUDENT HANDBOOK

Australian Institute of Higher Education P/L

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Table of contents

Table of contents	2
Welcome from the Executive Dean	4
Registration and Orientation	5
Contact details	6
1. AIH Policies	7
1.1. Student Progression and Exclusion	7
1.2. Advanced Standing and Credit Transfer	7
1.3. Student Assessment	7
1.4. Academic Misconduct	7
1.5. Student Code of Conduct	7
1.6. Intellectual Property	7
1.7. Critical Incident Management	8
1.8. Student Complaint and Appeal	8
1.9. Management of Personal Information	8
1.10. Student Support Framework	8
1.11. Holidays	8
1.12. Approved Leave	8
1.13. Sick Leave	8
1.14. Payment of Tuition Fees	9
1.15. Disclosure of Information	9
2. General administrative matters	9
2.1 Change of Address or Contact Details	9
2.2 Student Card	9
2.3 Student Mail	10
2.4 Request for Official Documents Form	10
2.5 Campus rules	10
2.6 Classroom Policy	10
2.7 Attendance	11
3 Students' Rights and Responsibilities	11
3.1 Discrimination and Harassment	11
4 Work Health, Safety and Emergency Evacuation Procedures	12
4.1 Emergency Procedures	13
4.2 First Aiders	13
5 Copyright	14
6 Computers Policies and Procedures	14
6.1 Code of Conduct – Australian Institute of Higher Education Computers	14
6.2 Code of Conduct - Computing	14
6.3 Reporting Problems	15
6.4 Security	15
6.5 Computer Software	15
6.6 Student Laptop Computers	15
7 Terms and Conditions of Enrolment	15
7.1 Terms and Conditions of Enrolment for ALL Students	15
7.2 Cancellation and Refund Policy	15
8 Registration	16

8.1	Registration details.....	16
8.2	Registration Dates.....	17
8.3	Late registrations.....	17
9	Useful Contact Details.....	17
9.1	Aboriginal & Torres Strait Islander Services.....	19
10	Discipline.....	20
10.1	Underlying Principles.....	20
10.2	Classroom Management.....	20
10.3	Providing Support.....	20
10.4	Harassment, Victimization and Bullying.....	20
10.5	Dress Code.....	21
10.6	Dealing with serious non-academic misconduct and risk.....	21
11	Access and Equity.....	21
12	Privacy Related to Student Information.....	21
13	Occupational Health and Safety.....	22
14	Language, Literacy and Numeracy Skills.....	22
15	International Student Requirements.....	22
15.1	Change of Address or Contact Details.....	22
15.2	BUPA Card (Overseas Student Health Cover).....	22
15.3	Student Deferral/Suspension of Studies.....	22
15.4	Special Attendance Condition.....	23
15.5	Leave.....	23
15.6	Sick Leave.....	23
15.7	Visa Expiry/Extending your Student Visa.....	23
15.8	Extending Your Course.....	23
15.9	Termination.....	23
15.10	School Age Dependents.....	23
15.11	Cost of Living.....	24
16	Student acknowledgment.....	25

Welcome from the Executive Dean

After graduating from the National University of Singapore, I became an international student at the University of Melbourne. I understand the important decision you make when choosing where to study in Australia.

You are central to everything we do at the Australian Institute of Higher Education.

We want to help you realise your potential through an educational experience that is practical, engaging and relevant to your career goals.

Our programs encourage you to use the skills required in the real world: problem solving, critical thinking, communication and collaboration.

Our dedicated team of academic staff offer a stimulating, inclusive and supportive environment.

We can do this by providing more personalised learning and accredited courses which will ensure you develop the attributes that make you an industry-ready graduate.

I'd like to personally welcome you to the Australian Institute of Higher Education and look forward to following your academic achievements through to graduation.

Gerald Ng

Executive Dean

Australian Institute of Higher Education

Mission: Australian Institute of Higher Education is committed to deliver quality accredited undergraduate higher education courses

Goals:

- Deliver quality industry aligned Bachelor degrees by coursework that produce work-ready graduates
- Provide the highest quality educational experience to enable individuals to realise their full potential
- Advance knowledge and understanding through a commitment to free intellectual enquiry and scholarship
- Meet the needs of industry and the broader community through consultation and collaborative partnerships
- Contribute to the national economy by providing graduates with high level skills and knowledge required by industry and government and maintaining commercial viability for long-term sustainability
- Produce culturally intelligent graduates with social, cultural and international knowledge to improve the quality of society
- Ensure that the principles of access and equity are practised in all aspects of the Institution's operations
- Ensure the Institution is a good corporate citizen

Registration and Orientation

AIH Orientation:

- The Academic and Student Services team will welcome you and introduce important information about Australian Institute of Higher Education and all other relevant matters. We will explain academic and general administrative matters and answer any questions you may have before you sign-off on your Orientation.
- Students will be informed about Institute policies, requirements for class attendance and assessment processes during the Orientation session.
- Students will be enrolled in their workshops.
- There will be a general tour of the Institute so that students can be familiar with all the amenities and emergency procedures.

Contact details

RECEPTION, DELIVERY and POSTAL ADDRESS

Australian Institute of Higher Education
Level 3, 545 Kent Street
Sydney NSW 2000
AUSTRALIA

TELEPHONE +61-2-9020 8050
EMAIL studentservices@aih.nsw.edu.au
WEBSITE www.aih.nsw.edu.au

1. AIH Policies

Students should familiarise themselves with the following academic and administrative policies. For further information on all policies, please see the Policy and Procedure section on the AIH website: www.aih.nsw.edu.au

1.1. Student Progression and Exclusion

AIH has designed this Policy to detail the rules for meeting course completion requirements, to define the grounds for exclusion related to lack of progress, and to detail confirmation of student course completion. AIH also requires that the academic achievement of each student is monitored so that students who are determined to be “at risk” can be provided with appropriate support.

For further information, please refer to AIH website.

1.2. Advanced Standing and Credit Transfer

AIH is committed to developing open and accessible guidelines for the granting of credit with respect to specific units that constitute a course of study on the basis of prior learning, whether from formal studies, professional work or life experience.

The latest time an application for Advanced Standing can normally be made is two weeks prior to the first census date after commencement of the course.

For further information, please refer to the Advanced Standing Policy and associated Procedure available on the AIH website.

1.3. Student Assessment

All student assessment tasks are appropriately designed to determine the extent to which students have met the learning and skills outcome requirements within a unit of study and to assist teaching staff make decisions about the performance of individual students within a unit of study.

For further information, please refer to the Student Assessment Policy and associated Procedure available on the AIH website.

1.4. Academic Misconduct

AIH upholds the principle of academic integrity and independently achieved intellectual inquiry. Failure to comply with this principle will result in appropriate and recorded sanctions based on the extent of the breach.

For further information, please refer to the Student Academic Misconduct Policy and associated Procedure available on the AIH website.

1.5. Student Code of Conduct

Students should familiarise themselves with the Student Code of Conduct available on the AIH website. The Student Code of Conduct has been developed to provide a clear statement of the Institutes expectations of students in respect of academic matters and personal behaviour.

1.6. Intellectual Property

AIH has designed this policy to create an innovative culture which fosters the creation of intellectual property; to ensure that intellectual property created within the Institute is identified and managed appropriately; and to provide a clear understanding of the rights and responsibilities of staff and students.

For further information, please refer to AIH website.

1.7. Critical Incident Management

The AIH Critical Incident Management Plan addresses various scenarios following a critical incident. Preparation for, response to and recovery from a critical incident affecting the information resources, education facilities, administration, personnel and clients requires the cooperative efforts of all managers in partnership with the functional areas supporting the operations of AIH.

For further information, please refer to AIH website.

1.8. Student Complaint and Appeal

AIH is committed to developing and maintaining an effective, timely, fair and equitable complaint handling system which is easily accessible and offered to complainants at no charge.

For further information, please refer to the Student Complaint and Appeal Policy and associated Procedure available on the AIH website.

1.9. Management of Personal Information

This Policy is based on relevant legislation regarding the handling of personal information and is designed to ensure that AIH manages all personal information appropriately.

For further information, please refer to AIH website.

1.10. Student Support Framework

The purpose of this policy is to ensure that students are provided with access to support throughout their studies.

For further information, please refer to AIH website.

1.11. Holidays

Holidays are timetabled into your course. For holiday dates, the current principal dates should be available from the website.

The Institute is closed on all NSW and Federal Government public holidays.

For further information, please see AIH website for the Academic Calendar.

1.12. Approved Leave

Leave for students can only be granted on the grounds of serious illness of the students or urgent family matters involving the immediate family (i.e. mother or father or sibling), provided that the student produces verifiable documents that support their case.

Please email Student Services if you will miss more than 2 consecutive classes per semester due to leave.

1.13. Sick Leave

A student absent from class due to medical reasons must provide medical certificates from a registered medical practitioner. Only in exceptional circumstances will retrospective medical certificates be accepted.

If you are sick for an extended period of time you must notify the Institute as soon as practicable.

Please email Student Services if you will miss more than 2 consecutive classes per semester due to leave.

1.14. Payment of Tuition Fees

Students must be up-to-date with their academic fee payments in order to be registered for a unit. Fees for the following semester must be paid 2 (two) weeks before the start of the next semester. If students pay after the due date, they may incur a late surcharge. A payment reminder notice will be emailed to students with details of due date and amount approximately two weeks before payment is due.

If a student has not paid their fees they are deemed to be non-financial.

Non-financial students carry the following penalties:

- Cannot be registered in a unit
- No access to Moodle
- No access to documentation e.g. marks, and processing of documentation

If a student knows that they will have a problem with paying their fees, please consult the Accounts Officer or email Accounts Department as soon as possible.

1.15. Disclosure of Information

Information about students will not be provided to any other third party without the prior written/signed/acknowledged consent of the student with the exceptions of government departments such as DET, DIBP. In the case of the latter, information will be provided with or without the consent of the student.

Copies of any information shared with a third party are kept on the student's file.

Information about a student from the student:

- Students will be given access to all information kept on their file based upon written or verbal (interview) request.
- Email requests from students for documents cannot be processed. Students must write a formal letter with their signature on it and the information/documents will then be processed.

Information about a student from a third party:

- Information requests about students from a third party will be denied unless there is written consent from the student of whose records are requested.
- Once written consent has been received, including any limitations or boundaries, the information can then be divulged.
- All shared information must be documented and signed with a copy made available to the student.

In all cases, conditions of the Privacy & Personal Protection Act 1998 will be followed and adhered to by both staff members and students at AIH.

For further information, please refer to AIH website for the *Management of Personal Information Policy*.

2. General administrative matters

2.1 Change of Address or Contact Details

Students must notify AIH of ANY change to their contact details within 7 days. Students can fill in a form at Reception or email Student Services.

2.2 Student Card

In order to obtain a student card, you will be given the Student Card Form during Orientation. The cards will be given to you at Reception when ready. During Orientation, your photo will be taken for Student ID and your ID will then be issued.

The student card can be used as a concession card at museums, theatres, cinemas but not for public transport. You can also use your ID card for printing and photocopying at the Institute. Please note that the money credited on your card is not refundable. The amount can be used at any time to print or copy documents.

The replacement of lost cards may incur a **\$10** fee.

2.3 Student Mail

If you wish to get your mail delivered to the Institute, you are responsible for collecting the mail from the Reception – it will not be delivered to students, and is disposed of after a period of time.

2.4 Request for Official Documents Form

In order to obtain the following documentation:

- Replacement testamur
- Official transcript
- Reference letter
- Leave approval
- Completion letter, and
- Other letters

A completed request for official documents form is required. This is available at the Reception or from AIH website and your student portal.

Please note that fees may apply for the documents requested. Details are available from Student Services.

Processing a student request may take between 3 working days to about 2 weeks depending on the request.

2.5 Campus rules

The following are not permitted on campus:

- Alcohol
- Chewing Gum
- Drugs
- Firearms and Knives
- Smoking

The following are not permitted in the lecture and tutorials rooms:

- Food and Drink
- Use of Mobile Phones

As the student body comprises a diverse group of people, all students and staff are asked to be mindful of the following:

- Speak English at all times
- Respect others
- Be aware of other cultures
- Be respectful of other people's personal space
- Please use deodorant
- Wash your hands after using toilet facilities
- Do not leave valuables unattended

2.6 Classroom Policy

In the lecture and tutorial rooms and in the computer labs, please adhere to the following:

- Turn off your mobile phone
- Do not write on the desks
- Do not consume food or drink in the rooms
- Do not chew gum in the rooms
- Smoking is not permitted anywhere on campus (including the lifts, stairwells, canteen and foyer)

In order to maximise your learning and the learning of others, it is important that you:

- Participate in the lessons and group activities.
- Speak English at all times.
- Respect the culture of other nationalities.
- Always respect AIH staff and students and the public.
- Follow the lecturer's instructions.
- Leave the classroom tidy.

2.7 Attendance

- Students are expected to attend at least 80% of all lectures and tutorials as this facilitates the learning process. Attendance means attending the whole class.
- Attendance is recorded and may be used by the Executive Dean and lecturer to determine a student's academic performance and progress.

3 Students' Rights and Responsibilities

When you sign and date your enrolment form you agree to abide by the rules and regulations set down by AIH.

As a student you have a right to:

- Learn in a safe, supportive environment without harassment or discrimination.
- Be informed of all assessment procedures as well as results from those assessments.
- Lodge a complaint without being victimised.

As a student you also have a responsibility to:

- Treat other students and AIH staff with respect and fairness at all times.
- Obey reasonable directions from lecturers and staff.
- Only smoke in a designated smoking area.
- Be honest in your assessment tasks.
- Follow safe working practices, including wearing footwear and using safety equipment where necessary.
- Not to behave in a way that could threaten, offend or embarrass others.

3.1 Discrimination and Harassment

AIH is committed to delivery of higher education in a non-discriminatory and equitable learning environment.

AIH will not tolerate any form of unlawful discrimination or sexual harassment by any staff member or student.

Sexual harassment is a form of discrimination and constitutes any unwelcome behaviour of a sexual nature, which humiliates, intimidates or offends another person.

Some instances of sexual harassment are more obvious than others. The best policy is to always be cautious and sensitive to the perceptions of others. Behaviour that some people find amusing may offend others.

Some examples of sexual harassment (the following list is by no means exhaustive) are:

- Persistently asking somebody out, even though they have declined.
- Intrusive questioning about a person's private life.
- Sending any communication containing sexist or racist jokes.
- Displaying pornography.
- Deliberately brushing up against or touching somebody.

Students wishing to lodge a complaint regarding discrimination or harassment should contact Student Services immediately.

If a complaint of discrimination and/or sexual harassment is made, it will be investigated promptly, impartially, confidentially and thoroughly.

If a student infringes the discrimination and harassment guidelines and this is substantiated by the Executive Dean, AIH may apply one or more of the following as applicable, depending on the severity of the case:

- Issue the offending student involved with a first and final written warning
- Require the offending student to make a written and/or verbal apology (in public or in private)

- Require the offending student to undergo counselling
- Expel the offending student
- Other disciplinary action may also be taken.

Students should note that AIH may forward harassment complaints of a sexual nature to a State or Federal Anti-discrimination agency. In very serious cases, criminal charges may be pursued.

Students participating in AIH internal grievance procedures do not forego their right to complain to a State or Federal Anti-discrimination agency at a later time, should they be dissatisfied with the outcome of the internal procedure.

All students should note that if AIH becomes aware of any discriminatory behaviour or harassment, it may of its own initiative take disciplinary action against the student involved even though a complaint has not been made regarding the students conduct.

Australian Institute of Higher Education Higher Education agrees to abide by the Anti-Discrimination Act 1977 to protect all AIH staff and students from any form of discrimination, harassment or bullying.

4 Work Health, Safety and Emergency Evacuation Procedures

In an event of an emergency that requires the evacuation of the campus, all students should follow the instruction of their lecturer and the fire safety warden.

Once students have evacuated the building they should meet at the emergency assembly point so that the class rolls can be checked to ensure that all students have left the building. Only after the rolls have been checked can students be dismissed.

Emergency exits are signposted and there are diagrams located around the campus that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

AIH agrees to abide by the Occupational Health and Safety Act 2000 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

For further information on Work Health, Safety and Wellbeing refer to the ***Work Health, Safety and Wellbeing Policy and Procedure*** available on the AIH website (<http://www.aih.nsw.edu.au/>) under 'Policies and Procedures'.

4.1 Emergency Procedures

EMERGENCY PROCEDURES FOR ALL STAFF AND STUDENTS

- In the event of any hazards, e.g. fire, spills, injuries, please report this immediately to Reception, your lecturer or a Chief Emergency Warden. In the case of an emergency, emergency services (Police, Ambulance of Fire Brigade) should be contacted immediately by calling triple zero (000) before seeking the assistance of a member of staff.
- Students: please then follow instructions given by Reception or your lecturer.

EMERGENCY PERSONNEL CONTACT DETAILS

<u>Name</u>	<u>Location at 545 Kent Street</u>	<u>Phone</u>
Ms Danielle Baird	Level 4	(02) 9020 8059
Ms Winnie Pay	Level 3	(02) 9020 8064
Student Services/Reception	Level 3	(02) 9020 8050

FIRE EVACUATION PROCEDURES

- Fire Wardens are in charge of communicating with the Chief Fire Warden through the Red Phone (WIP).
- If a fire alarm is raised, please gather your belongings, ready to evacuate.
- Wait for the signal by any of the Fire Wardens to evacuate.
- If asked to evacuate by the Fire Warden, calmly follow your lecturers to the Assembly Area using the **fire stairs**.
- The Fire Wardens will check all rooms to ensure that no person remains. They will then proceed to the Emergency Assembly Point.
- Students are to stay with their lecturers at all times. A rollcall will be conducted to account for everyone. Do **NOT** leave the Assembly Area until told to do so by your lecturer.
- The Fire Wardens will ask the lecturers to inform them if there are any missing students.
- The Fire Warden will let the lecturers and students know when it is safe to re-enter the building.

4.2 First Aiders

Anyone requiring first aid should contact Student Services or a First Aid Officer.

In the case of an emergency, emergency services (Police, Ambulance of Fire Brigade) should be contacted immediately by calling triple zero (000) before seeking the assistance of a First Aider.

FIRST AIDER CONTACT DETAILS

<u>Name</u>	<u>Phone</u>
Ms Danielle Baird	(02) 9020 8059
Ms Miho Suzuki	(02) 9020 8064
Student Services/Reception	(02) 9020 8050

5 Copyright

AIH is committed to compliance with the Copyright Act 1968. AIH discourages practices undermining the Act.

Restrictions applicable under the Copyright Act 1968 include restricting the amount of photocopying of copyrighted material to 10% or one chapter, whichever is less.

Copyright owners are entitled to take legal action against any individual who infringes copyright. Unless otherwise permitted by the Copyright Act 1968, it is an infringement to copy the work of another author.

6 Computers Policies and Procedures

All students and staff should treat the AIH computing environment with responsibility and respect. AIH is committed to legal norms in the area of software usage; software and commercial documentation cannot be copied, as it will violate AIH policy and Federal copyright statutes.

6.1 Code of Conduct – Australian Institute of Higher Education Computers

Students are required to have their Student ID each time they enter the library. Not having a current and valid AIH Student ID may result in access to the computers being denied.

Smoking, drinking or eating is not permitted in the library. Students cannot bring food and/or drinks into the library. Residue from food and drink can affect the working condition of the keyboard/mouse components and creates an undesirable working environment.

All students must be considerate of other users. Privacy and concentration are important in computer labs. If you need to talk to somebody, please do so in a way that does not disturb other users.

The computers are an academic resource. The following is not permitted in the computer labs:

- Entertainment
- Internet chatting
- Social networking, e.g. Facebook, Myspace

It is the responsibility of the student to take care of their belongings while at the computers.

Software that is downloaded from the Internet is not to be installed on any AIH lab computer for any purpose.

Students are responsible for ensuring that their work is appropriately backed up at all times.

Attempting to damage or destroy information on the computers will not be tolerated.

You are expected to leave your computer workstation in the same condition as you found it.

Sexual Harassment of any type will not be tolerated. Examples of sexual harassment may include, but are not limited to: displaying rude or offensive sites, verbal harassment or abuse etc.

You are responsible for reading and abiding by all signs posted by the computers.

6.2 Code of Conduct - Computing

Users of computing and networking resources are expected to conduct themselves in a manner that does not abuse or interfere with individual or institutional activities. Theft or other abuse of computer time and/or network services includes but is not limited to:

- Use of another person's identification and password.
- Unauthorised entry into a file to use, read, or changes its contents.
- Unauthorised transfer of a file.
- Use of computing facilities to interfere with the work of another student or staff.
- Use of computing facilities to send inappropriate communication, such as obscene or abusive messages or messages that contain profanity.

- Use of computing facilities to interfere with the normal operations of AIH computing systems.
- Use of libellous or slanderous language (defaming another person's character or reputation).
- These disciplinary actions may be taken against violators:
- Temporary suspension of computing privileges with the violation documented in the student's file.
- Permanent removal of computing privileges with the violation documented in the student's file.
- AIH suspension, which includes the termination of enrolment for a specified period of time.
- AIH expulsion, which includes the termination of enrolment for an indefinite period of time.

6.3 Reporting Problems

For serious, immediate problems with the computer lab systems, please contact Reception immediately.

6.4 Security

All security concerns should be reported immediately to Reception.

6.5 Computer Software

All computers have the following software installed on each computer as a minimum:

- MS Office for word processing, spreadsheets, presentations, database applications
- Internet Explorer
- Compression and de-compression software
- Adobe Acrobat Reader
- Antivirus software

6.6 Student Laptop Computers

AIH students may choose to have a laptop computer for their personal use. Therefore:

- Computer labs are only used for lectures/tutorials.
- AIH has a wireless network where AIH students can access the internet on their laptops in the Institute.

7 Terms and Conditions of Enrolment

7.1 Terms and Conditions of Enrolment for ALL Students

Expulsion

The Institute reserves the right to expel students for any serious breaches of academic and/or non-academic discipline matters.

Fees, Courses and Timetables

The Institute reserves the right to vary its fees at any time. All courses and timetables are subject to change without notice.

Contact Details

Students must notify AIH of any change to their contact details within seven days.

Enrolment and Tuition Fees

Payment of tuition fees will not be accepted unless it is accompanied by a signed acceptance form.

Holidays

Holidays are timetabled into courses. For holiday dates, please refer to the Academic Calendar for your course (which is available on the AIH website, from Student Services or from the Marketing Department).

Students may apply for Approved Leave only on grounds of illness, or Bereavement. See 1.12 and 1.13.

7.2 Cancellation and Refund Policy

All applications for refunds must be made in writing to the Accounts Department.

Requests for withdrawal for reasons other than those mentioned above will be eligible for a refund as outlined in the Refund Policy for Domestic and International Students.

Students should note that some fees may not be refundable, such as administrative fees (deferral or enrolment fees), fees for airport transfers, accommodation services and overseas student health cover.

The Institute will not authorise tuition fee transfers to any other institution or to other students.

Refund after the Commencement of Study:

The Institute will refund tuition fees according to the information outlines except where the student requests a fee rollover to a subsequent semester, under the following conditions:

- Date withdrawal request lodged before the start of a semester. Portion of tuition fees refundable: 100% of the semester's tuition fee*
- Date withdrawal request lodged on or after the start of the semester, but less than 4 weeks (28 days) after. Portion of tuition fees refundable: 50% of the semester's tuition fee*
- Date withdrawal request lodged 4 weeks (28 days) or more after the start of the semester. No refund available

*Where a student has paid less than the specified semester's tuition fees, and the student withdraws, a refund will be calculated based on the full semester's tuition fee. Students should note that some fees may not be refundable, such as administrative fees (deferral or enrolment fees), fees for airport transfers, accommodation services and overseas student health cover.

If AIH is unable to run an advertised course, students can transfer to another AIH course or receive a 100% refund. If AIH is unable to run the course due to the provider defaulting, students' tuition fees are protected under OSTAS and ASTAS. AIH provides students with a statement of how the amount for the refund has been calculated.

This agreement does not remove the right to take further action under Australia's Consumer Protection laws.

For further information, please refer to AIH website.

8 Registration

8.1 Registration details

You must register/enrol for classes every beginning of the semester.

If you have outstanding fees or are registering late, you will not be registered and will only be put on a class roll until you have resolved your issue.

Please see the following departments to discuss your problem:

Non-financial students	Accounts Department
Late registering students	Student Services
Change of address	Student Services
Re-assessment/Missed Unit/Failed Unit	Student Services

When fees are paid or related issues have been discussed and/or you are registered after being late, you will be added to the class roll only based on availability.

In order to be added to the roll and allowed in a class, documentation must be obtained from Student Services. This is to be taken to the lecturer of the class to be added to the class roll and attendance taken.

When you register late, the lecturer will assist you as much as possible. However, it is your responsibility to ensure that you do not fail the unit, in which case you will have to pay to repeat the unit.

8.2 Registration Dates

Check for updates on the Institute notices (student portal/email/moodle/notice boards) for the times and dates for registration before the start of each new semester.

8.3 Late registrations

There will be no registration and /or enrolments after the second week of the semester unless there are exceptional circumstances upon approval by the Academics Department.

9 Useful Contact Details

The following is a list of some important numbers that students may find useful during their time at the Institute.

Australian Institute of Higher Education	02- 9020 8050
Police and Ambulance and Fire	000
Bupa (OSHC)	1800 702 969
Bupa Medical Services (Medical Examination for visa)	1300 794 919
Department of Immigration and Border Protection (DIBP) for visa related matters www.immi.gov.au	131 881
Public Transport Information Line (Timetables, routes etc)	131 500
NSW International Student Support Service https://www.service.nsw.gov.au/transaction/support-international-students	13 77 88
Telephone Directory Service	12455
International Directory Service	1225
Lifeline Counselling Service (Telephone Counselling) https://www.lifeline.org.au/	131 114
beyondblue https://www.beyondblue.org.au/	1300 22 4636
Redfern Legal Centre http://rlc.org.au/our-services/international-students (free legal advice service for international students on housing issues, fines, debts, car accidents, employment, discrimination, family law, domestic violence, complaints about college)	02 9698 7277 02 9698 7645
Translating and Interpreting Service (24 hours) https://www.tisnational.gov.au/	131 450

Domestic Violence Line (24 hours)	1800 656 463
Useful Government websites for International Students: http://www.study.sydney/english/live/support-services/ http://www.cityofsydney.nsw.gov.au/community/community-support/international-students http://www.cisa.edu.au https://www.studyinaustralia.gov.au/	
Funeral Services: Tj Andrews - www.tjandrews.com.au Perram & Timmins Funeral - www.perramandtimmins.com.au	02 – 9191 8691 02 – 8355 6342
Consular Representatives: http://dfat.gov.au/about-us/pages/foreign-embassies-and-consulates-in-australia.aspx https://www.sydney.com.au/consuls.htm	
Ethnic Group Leaders: http://www.eccnsw.org.au https://www.bcl.com.au/sydney/intgroup-nsw/multicultural-nsw.htm	
Religious Leaders: Anglican: http://www.anglican.org.au/Pages/welcome.aspx Buddhist: http://www.buddhistcouncil.org.au/fed/home/ Catholic: http://www.catholicreligiousaustralia.org.au Christian: https://www.acc.org.au/about-us/ Ecumenical: http://www.nswec.org.au/ Hindu: http://hinducouncil.com.au Islamic: Islamic Council of New South Wales http://www.icnsw.org.au/ , Australian Federation of Islamic Councils, Muslims Australia, http://muslimsaustralia.com.au/contact-us/	

Jewish: https://www.nswjbd.org/Jewish-Congregations-Sydney/default.aspx	
Sikh: http://www.sikhcouncil.org.au/	

Please contact our Student Services Team for any other required information and we will do our best to assist you.

9.1 Aboriginal & Torres Strait Islander Services

1. Wirringa Baiya - Aboriginal Women's Legal Centre

Support for women and children who are experiencing domestic and family violence or sexual assault.

Phone: (02) 9569 3847

Freecall: 1800 686 587

Website: www.wirringabaiya.org.au

2. Mudgin-Gal Aboriginal Corporation & Women's Service

Centre Hours: 9:00am - 5:00pm, Monday to Friday

Phone: (02) 9698 1173

Website: www.redfernfoundation.org.au/mudgingal.html

3. Aboriginal Community Controlled Health Services

There are over 50 Aboriginal Community Controlled Health Services (AMS) in NSW. Many AMS offer Domestic and Family Violence counselling services - find your nearest service here.

The AMS in Redfern is located at:

36 Turner Street, Redfern

Phone: (02) 9319 5823 or (02) 9319 3345

Email: amsredfern@amsredfern.org.au

4. Indigenous Women's Legal Services NSW

The Indigenous Women's Legal Contact Line provides free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's compensation.

Phone: (02) 8745 6977

Freecall: 1800 639 784

Website: www.wlsnsw.org.au

5. Law Access NSW

Law Access NSW is a free government telephone service that provides free legal help for people who have a legal problem in NSW.

Law Access is a starting point to help people with their legal problem or question. We can help with a range of legal problems or questions including domestic and family violence. Customer Service Officers can assist people with their legal problem by giving legal information over the telephone, referring people to other legal assistance services and, in some cases, arranging for one of the Law Access Lawyers to call the person to provide telephone legal advice. Lawyers can provide advice in family, civil and criminal law.

Aboriginal Customer Service Officers are available to assist Aboriginal clients.

Website: www.lawaccess.nsw.gov.au

6. Victims Services NSW

Support and information for victims of crime in New South Wales relating to victims' rights and how to access counselling and compensation. Victims Services is part of the Department of Attorney General and Justice in NSW. They provide support and information for victims of crime in New South Wales.

Aboriginal Contact Line: 1800 019 123 (freecall)

Hotline: 1800 633 063 (freecall)

Phone: (02) 8688 5511 (Sydney)

Website: www.lawlink.nsw.gov.au/vs

7. Aboriginal Legal Services

The Aboriginal Legal Service (ALS) gives legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children in NSW and the ACT. The ALS has 23 offices around NSW and the ACT.

They provide support and information for victims of crime in New South Wales.

CRIME Phone: 1800 765 676 (freecall)

CARE Phone: 1800 733 233 (freecall)

Website: www.alsnswact.org.au

8. Thiyam-Li Family Violence Service

Service directed to Aboriginal clients. Domestic violence and sexual assault, family law, child protection, AVOs and victims compensation.

Located at: 30 Gwydir Street, Moree NSW

Phone: (02) 6751 1400

Email: noeline.carr@thiyamli.com.au

10 Discipline

10.1 Underlying Principles

- AIH encourages positive behaviour management strategies with a foundation of mutual respect for lecturers and students through consultation.
- The AIH Critical Incident Management Plan outlines the appropriate staff involved, and steps to adhere to when solving problems.
- AIH staff must provide clear/fair boundaries and guidelines to be adhered to for a safe learning environment.
- In all matters, a win-win situation is to be sought by all parties involved unless it involves a compliance issue. Then, legislative compliance and its consequences will be adhered to.

10.2 Classroom Management

- AIH policies must be implemented in a manner that facilitates positive classroom management and establishes a positive study environment.
- Lecturers are expected to provide worthwhile, relevant tasks set at the appropriate level and delivered at an appropriate pace so that the students identify the value of each lesson.
- When behavioural problems arise, lecturers are expected to try and distinguish between categorical behavioural problems and avoidance of failure symptoms.
- Lecturers must share these difficulties with the Executive Dean or delegate to find a solution.
- Lecturers must set fair, meaningful and consistent boundaries.
- Students are responsible for their own behaviour. If students continue to ignore the AIH Policies, appropriate action will be taken.

10.3 Providing Support

- While the boundaries for positive behaviour are set by various AIH policies, there is recognition of the fact that some AIH students are overseas students.
- Lecturers are expected to try and understand the “whole person” and realise that these students may be having life management difficulties such as homesickness that directly affect international students and their approach to learning.
- Students must learn that the culture in Australia is both transparent and fair. Therefore, the AIH **Student Code of Conduct** outlines the expectations from students and staff in this environment.
- In all situations where difficulties arise, the role of the Executive Dean or delegate is to provide support for both the student and lecturers.

10.4 Harassment, Victimisation and Bullying

- AIH provides a safe learning and working environment and expressly prohibits harassment, victimisation and bullying of any student or staff member.
- All allegations regarding harassment, victimisation and bullying can be dealt with in consultation with the appropriate senior management staff member who is obligated to ensure confidentiality and protection.

- Any student found not complying with the appropriate codes of conduct and engaging in harassment, victimisation or bullying will face expulsion.
- Any AIH staff member found not complying with the appropriate codes of conduct and engaging in harassment, victimisation or bullying will face termination of employment.
- In all cases, conditions of the NSW Anti-Discrimination Act 1977 will be followed and adhered to by both staff members and students at AIH.

10.5 Dress Code

- All students are required to be neatly and appropriately attired at all times they are on campus.
- Shoes or sandals must be worn at all times.
- Ripped jeans or any torn clothing are not acceptable.

10.6 Dealing with serious non-academic misconduct and risk

Students are expected to behave professionally and respectfully at all times to towards students and staff. These expectations are outlined above, and the resolutions and consequences are also outlined above.

However, where a student poses an immediate risk to themselves or the Institution (staff and/or students), the student concerned will be removed as soon as possible to a safe place (or situation) until the issue can be resolved. At least two staff members, academic and/or management with the Student Affairs will be involved to ensure that there are witnesses to the situation. Relevant authorities will also be contacted as soon as practicable if required.

11 Access and Equity

Australian Institute of Higher Education staff and students will show no discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race
- Colour
- Nationality
- Ethnic
- Ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Sexual orientation
- Age

AIH students have the responsibility to:

- Work to the best of their ability
- Act to prevent harassment, discrimination and bullying against others in the Institute
- Respect cultural and social differences among your colleagues
- Treat people fairly (e.g. no discrimination, harassing or bullying)

12 Privacy Related to Student Information

This has been discussed in above (**Disclosure of Information**). There are separate rules pertaining to:

- Government Agencies,
- Information about a student from the student, and
- Information about a student from a third party.

In all cases, conditions of the Privacy & Personal Information Act 1998 will be followed and adhered to by both staff members and students at AIH.

13 Occupational Health and Safety

- All students and staff will be informed of the appropriate Occupational Health and Safety procedures in case of emergency (e.g. Fire, bomb scare, earthquake, etc.).
- Students will be informed verbally during Orientation and in writing on a fact sheet that references emergency exit points, fire-extinguisher locations etc.
- AIH agrees to abide by the Occupational Health and Safety Act 2000 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.
- Students are entitled to safe and functional training equipment and lighting.

14 Language, Literacy and Numeracy Skills

At AIH:

- The level of language, literacy and numeracy involved in delivery will be appropriate for tertiary studies
- Entry requirements stipulate that students are required to have:
 - Year 12 or equivalent and above
 - IELTS 6.0 or above
- The academic and English language entry requirements are appropriate for adequate communication at the level of delivery and assessment expectations

The below pertains to students enrolled in any AIH degree course that experience any language, literacy or numeracy problems with their studies:

- Language, literacy or numeracy issues are first detected by the lecturer who report them to the Course Coordinator and/or Learning Support Coordinator.
- The lecturer, student and Executive Dean or delegates meet to assess the situation and provide any assistance as relevant with another institution
- All interview details; tests and results are kept on the student's file.

15 International Student Requirements

International students are required to comply with the following guidelines in order to meet the requirements of their student visa.

15.1 Change of Address or Contact Details

- The Department requires students to notify AIH of ANY change to their contact details within 7 days.
- When either The Department or AIH issues a student a letter that must be addressed within a certain number of days, if a student has not provided the correct address the student would not be able to reply and the visa may be cancelled by The Department.
- Any personal details provided to AIH may be made available to Commonwealth and State Agencies as per the ESOS Act 2000 and the National Code of Conduct.
- NOTE: New students are required to provide their Australian address on Orientation Day. If the student does not know his/her address yet, ensure that the Student Services Department is informed as soon as possible.

15.2 BUPA Card (Overseas Student Health Cover)

- Student visa holders are required to obtain Overseas Student Health Cover (OSHC) to cover their stay in Australia as a student. In most cases this has been paid for with the enrolment fees.
- The OSHC membership card is delivered to Student Services approximately 3 – 4 weeks after student commenced the course. Please see Student Services to inquire about your card's availability.
- For queries, the closest BUPA outlet is located at:
319-321 George Street, World Square, Sydney 2000

15.3 Student Deferral/Suspension of Studies

Normally students defer because of bereavement, illness or exceptional circumstances beyond the student's control.

These are the steps to take when deferring:

- Student fills in an AIH Change Request Form and fill in the Course Deferral section with supporting documents
- Student may be interviewed
- AIH will process the form by:
 - Updating student management system
 - Updating PRISMS in the Course Variation/Course Deferral section

15.4 Special Attendance Condition

- Under Code 40, students do not need to study full time if they are repeating a failed unit in their FINAL SEMESTER.

15.5 Leave

- International students applying for leave should be aware that The Department has the final say as to whether reasons for deferral are acceptable.
- The Department may also cancel the visa where, for example, the student is granted leave to go home but does not leave Australia or does not return to Australia by the agreed date.
- All students going overseas are required to provide a copy of their airline ticket.

15.6 Sick Leave

- International students should keep the original medical certificate(s) to provide to The Department if required. The Institute maintains verified copies of the certificates.

15.7 Visa Expiry/Extending your Student Visa

- If you need to extend your student visa, you will need to apply for the extension at a The Department office.
- You will require filling in relevant Form(s), your attendance record, transcript and a bank statement to show that you can support yourself, a reason for extending, the processing fee, a Confirmation of Enrolment if you are enrolling in a new course and other documentation may be required.
- Please consult our marketing team to find out how to apply or you can also obtain information from Immigration's website at <http://www.immi.gov.au/study>

15.8 Extending Your Course

- Students wishing to extend their course must inform the Admissions Department.
- Student visa holders will be issued with a new electronic Confirmation of Enrolment.
- This can be used to extend the student visa with The Department (note that there is a fee associated with extending a student's visa).
- If you do not inform AIH, you will not be permitted to enter the class and your name will not appear on class roll.

15.9 Termination

- Students wishing to terminate their course earlier than the date stated in their electronic provide supporting documentation.
- Additional information (such as an airline ticket, a new COE) is required to be attached to the termination form.
- Students may do so after they have completed 6 months of the principle course with the provider as per National Code 2007.
- Students who are eligible for termination must provide written notice of such intention as soon as possible.
- If you do not inform AIH that you have terminated, and as a result of terminating you do not attend classes, you will be reported to The Department.
- Students wishing to terminate should note that there are visa conditions that may prevent a student from terminating their course.

15.10 School Age Dependents

- Any school aged dependents accompanying overseas students to Australia are required to enrol at school and must pay full fees if they are enrolled in either a government or non-government school.
- For more information about visas for dependants of student visa holders, please see the DIBP website.

15.11 Cost of Living

- It is estimated that it costs around \$19,000 Australian Dollars per year plus tuition fees and insurance to live in Australia
- There is an additional living cost of 35% per year for a student's spouse and a further 20% per year for one child and an additional 15% per year for any other children.
- Students should be aware of the likely costs of staying in Australia and should understand that the financial capacity to meet such costs is the student's responsibility.

For more information please refer to:

<https://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds>

16 Student acknowledgment

I _____ hereby acknowledge that I have received the Orientation Handbook for new students and that I have read and understood the rules and information contained in the Handbook.

Student ID #	
Student Signature	
Date	

I am aware of the Australian Institute of Higher Education policies, procedures, rules and regulations and will comply with those standards during my time of studies at AIH.

Furthermore, I agree to pay any direct and/or indirect costs incurred by Australian Institute of Higher Education in relation to these activities and/or excursions organised by or on behalf of or with the assistance of AIH or which the Institute has knowledge.

Please Note: All information is correct as of the time of print. However, Australian Institute of Higher Education reserves the right to change the information at a later date, as may other authorities mentioned in the Booklet. Students are advised to seek further clarification and advice before relying on this booklet for legal information as this Book serves to only provide a useful guide to students.