



**Angad Australian Institute
of Technology Pty Ltd**
Careers Created Here

INTERNATIONAL STUDENT INFORMATION BOOKLET

Policy/Form Name	International Student Information Booklet	Created Date	February 2008
Policy/Form No	AAIT A133	Version No:	V21
ANGAD Australian Institute of Technology, CRICOS Code: 02970M, Provider Code: 22073		Last Modified Date:	August 2016
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INTRODUCTION

Thank you for your interest in ANGAD Australian Institute of Technology. The purpose of this booklet is to introduce you to the services available to you at ANGAD Australian Institute of Technology and provide you with some general information about life in Australia. If you have any further questions please do not hesitate to contact us.

The following qualifications are offered by ANGAD Australian Institute of Technology:

- 22250VIC – Certificate I in EAL (Access)
- 22251VIC – Certificate II in EAL (Access)
- 22255VIC – Certificate III in EAL (Further Study)
- 22258VIC – Certificate IV in EAL (Further Study)
- BSB40215 – Certificate IV in Business
- BSB51915 – Diploma of Leadership and Management
- BSB61015 – Advanced Diploma of Leadership and Management
- BSB41315 – Certificate IV in Marketing
- BSB42415 – Certificate IV in Marketing and Communication
- BSB51215 – Diploma of Marketing
- BSB52415 – Diploma of Marketing and Communication
- BSB60515 – Advanced Diploma of Marketing
- BSB61315 – Advanced Diploma of Marketing and Communication
- BSB41015 – Certificate IV in Human Resources
- BSB50615 – Diploma in Human Resource Management

A more detailed guide to the qualification can be found later in this booklet.

ABOUT ANGAD AUSTRALIAN INSTITUTE OF TECHNOLOGY

We're a modern institute, set in Melbourne city's education precinct. We believe that our students must have the most experienced and professional faculty, the best facilities and the most comfortable environment to make learning a pleasure. Above all, we provide opportunities for our students to gain genuine skills required to forge successful careers.

We choose trainers who are experienced in providing education for students from diverse cultural backgrounds, and who can provide the support and counselling students need to succeed with their studies in Melbourne, one of the world's most liveable cities. We provide the support required to assist students with the challenges they sometime experience when studying overseas, and in a second language - English.

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Our students study with the aid of modern computer laboratories. The Institute is fully wired for network access, providing students with Internet connections from any computer on campus.

ANGAD Australian Institute of Technology has a campus in Melbourne's Central Business District conveniently located close to public transport. Latrobe Street campus (Level 5 & 6, 501 Latrobe Street, Melbourne, VIC 3000) is in a beautiful location, with inspiring views of green and peaceful Flagstaff garden right across the road. It's just a short walk to the shops, cafés, galleries, famous Queen Victoria Market, parks and festivals that make Melbourne famous with visitors from all around the world.

ENTRY REQUIREMENTS FOR OVERSEAS STUDENTS

English Language Requirements

An English Language proficiency level of one of the following is required for enrolment in qualifications offered by ANGAD Australian Institute of Technology:

(a) An IELTS band score of 5.5 or equivalent internationally recognised exam result in line with DIBP requirements.

Or

(b) If a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Academic Requirements

Applicants should have successfully completed year 12 or equivalent level of studies in their home country equivalent to an Australian year 12 qualification.

Age Requirements

Students must be over 18 years of age to apply.

Special Consideration

Students who have completed one year of study in Australia (Certificate IV, AQF Qualification or above) are exempted from submitting year 12 qualification or equivalent and IELTS results.

ANGAD Australian Institute of Technology will assess each application for entry on its merit before granting approval for entry and issuing a letter of offer.

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USI (Unique Student Identifier)

From 01 January 2015 students undertaking Nationally Recognised Training delivered by a Registered Training Organisation (RTO) will need to have a Unique Student Identifier (USI). Please note that the Institute will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual (Clause 3.6, Standards for RTOs (2015)). Please get in touch with the Administration Department to collect USI notification and authorisation form or for further information.

Credit Transfer and Recognition of Prior Learning (RPL)

Students who have completed a Nationally Recognised Qualification/Unit that has the same code as a unit currently enrolled in will be eligible for credit transfer for particular unit(s). The student must provide the original certificate to be sighted by the Institute to verify Credit Transfer(s).

Where students have gained relevant skills and knowledge other than undertaking accredited training for a unit, student may be eligible for Recognition of Prior Learning. The evidence submitted must be clearly identifiable, and support the applicant's case for Recognition of Prior Learning by addressing the relationship of evidence to a unit of competency that credit is being sought for.

Applicants applying for Credit Transfer or Recognition of Prior Learning should submit the Credit Transfer or Recognition of Prior Learning application along with their original supporting documents to Student Administration. Students can apply for Credit Transfer and/or Recognition of Prior Learning at the time of enrolment or by 2nd week of the first study period.

A Credit Transfer application must be accompanied by Nationally Recognised Certificates or Statements of Attainment indicating the units successfully completed including unit codes and titles and dates of completion.

All applications for Credit Transfer and/or Recognition of Prior Learning received by Student Administration will be assessed within 14 working days of receipt or as soon as practicable where further information is required to determine the outcome.

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FACILITIES

ANGAD Australian Institute of Technology has suitable facilities and resources available to International students and provides support and guidance in all areas of student's life. We believe that it is important to create a welcoming, nurturing atmosphere where students can not only learn, but also feel at home.

ANGAD Australian Institute of Technology is located on Level 5 & Level 6, 501 Latrobe Street Melbourne. Each floor includes the following facilities for all international students:

Classrooms

All classrooms are air-conditioned and are furnished with appropriate classroom furniture and equipment for effective learning to take place.

Student Lounge

ANGAD Australian Institute of Technology has a dedicated student lounge area in both sites, which is a comfortable area within the building for students to relax, meet others and converse in English. They are also used as an area to find information on social activities, rooms available to rent / share, and other general information related to international students living in Australia. The student Lounge room is fully equipped with amenities like kettles, microwave, vending machine and fridge.

Computer Lab

The students have access to computers which are equipped with the latest hardware and software to encourage high quality learning. These computers also provide Internet services, such as access to Web and e-mail.

Counselling Services

Students have access to expert student Counsellors to help students resolve concerns about their studies, career and personal lives.

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COURSE DETAILS

Certificate I in EAL (Access)

Course Code: 22250VIC

CRICOS Course Code: 092084G

Course Duration: 26 weeks

Course Description

22250VIC Certificate I in EAL (Access) outcomes focus on the development of English language speaking, listening, reading and writing skills directly related to immediate personal and social needs together with electives selected to develop relevant social, settlement, digital literacy and numeracy skills and knowledge.

Career Opportunities

The overall objective of this qualification is preparation for participation in further English language study or vocational training which may include English language support or employment.

Entry Requirements

English Language Requirements

Entry to each EAL Course in / qualification will be determined according to the following criteria:

- a student's current English language skills. (Listening and Speaking and Reading and Writing units in the Framework will provide the basis for initial assessment processes and placement of participants at the appropriate proficiency level). An English placement test for all students will be required before gaining entry into EAL qualifications.
- a student's prior formal education experience, both overseas and in Australia
- any prior EAL learning
- a student's learning and pathway needs including employability skills, literacies (digital and other literacies), and further educational and vocational training needs.

Academic Requirements

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To gain entry into this qualification, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian year 11* or 12 qualification.

(*Subject to the country Assessment Level and the course)

Age requirement

ANGAD Australian Institute of Technology has a requirement that all students must be over 18 years of age at the commencement of course.

Course Fees

Tuition Fees: AUD 5200

Material Fees: AUD 300

Enrolment Fees: AUD 200 (Non-refundable)

Special Consideration

If a student is not able to meet the minimum entry requirements but considers that they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Mode and methods of delivery

- On campus, face to face and holistic delivery.
- Mentoring and peer support.
- Inclusive teaching practices with reasonable adjustments based on learner needs.

Assessment Process and Methods

Participants will be advised of assessment requirements at the beginning of course. As this is a competency based program with holistic delivery, all assessments must be attempted during each term to achieve competency. Each assessment task is mapped to requirements of the relevant unit of competency. Assessment is ongoing until the participant either achieves competency in all assessment tasks or a further training need is identified and addressed.

The assessment methods include:

- Research

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- Written tasks
- Direct observation
- Reports
- Portfolio
- Oral questioning
- Presentations
- Role plays
- Group discussions

Qualification Rules

Participants need to complete Eight (8) units of competency in total as outlined in EAL curriculum, comprising:

- One (1) Core unit
- Seven (7) Elective units

Core Units

Unit Code	Unit Name
VU21454	Plan language learning with support

Elective Units

Unit Code	Unit Name
VU21451	Participate in short simple exchanges
VU21450	Give and respond to short, simple verbal instructions and information
VU21449	Read and write short simple messages and forms
VU21448	Read and write short, simple informational and instructional texts
VU21444	Identify Australian leisure activities
VU20939	Recognise and interpret safety signs and symbols
VU20940	Recognise and use basic mathematical symbols and processes

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COURSE DETAILS

Certificate II in EAL (Access)

Course Code: 22251VIC

CRICOS Course Code: 092085F

Course Duration: 26 weeks

Course Description

22251VIC Certificate II in EAL (Access) outcomes focus on the development of English language speaking, listening, reading and writing skills directly related to immediate personal and social needs together with electives selected to develop relevant social, settlement, digital literacy and numeracy skills and knowledge.

Career Opportunities

The overall objective of this qualification is preparation for participation in further English language study or vocational training which may include English language support or employment.

Entry Requirements

English Language Requirements

Entry to each EAL Course in / qualification will be determined according to the following criteria:

- a student's current English language skills. (Listening and Speaking and Reading and Writing units in the Framework will provide the basis for initial assessment processes and placement of participants at the appropriate proficiency level). An English placement test for all students will be required before gaining entry into EAL qualifications.
- a student's prior formal education experience, both overseas and in Australia
- any prior EAL learning
- a student's learning and pathway needs including employability skills, literacies (digital and other literacies), and further educational and vocational training needs.

Academic Requirements

To gain entry into this qualification, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian year 11* or 12 qualification.

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(*Subject to the country Assessment Level and the course)

Age requirement

ANGAD Australian Institute of Technology has a requirement that all students must be over 18 years of age at the commencement of course.

Course Fees

Tuition Fees: AUD 5200

Material Fees: AUD 300

Enrolment Fees: AUD 200 (Non-refundable)

Special Consideration

If a student is not able to meet the minimum entry requirements but considers that they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Mode and methods of delivery

- On campus, face to face and holistic delivery.
- Mentoring and peer support.
- Inclusive teaching practices with reasonable adjustments based on learner needs.

Assessment Process and Methods

Participants will be advised of assessment requirements at the beginning of course. As this is a competency based program with holistic delivery, all assessments must be attempted during each term to achieve competency. Each assessment task is mapped to requirements of the relevant unit of competency. Assessment is ongoing until the participant either achieves competency in all assessment tasks or a further training need is identified and addressed.

The assessment methods include:

- Research
- Written tasks
- Direct observation
- Reports

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- Portfolio
- Oral questioning
- Presentations
- Role plays
- Group discussions

Qualification Rules

Participants need to complete Eight (8) units of competency in total as outlined in EAL curriculum, comprising:

- One (1) Core unit
- Seven (7) Elective units

Core Units

Unit Code	Unit Name
VU21297	Develop and document a learning plan and portfolio with guidance

Elective Units

Unit Code	Unit Name
VU21456	Participate in simple conversations and transactions
VU21457	Give and respond to simple verbal information and directions
VU21458	Read and write simple personal communications and transactional texts
VU21459	Read and write simple instructional and informational texts
VU21446	Use basic digital technology language and skills
VU21462	Explore community options
VU21445	Locate health and medical information

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COURSE DETAILS

Certificate III in EAL (Further Study)

Course Code: 22255VIC

CRICOS Course Code: 084707C

Course Duration: 26 weeks

Course Description

Certificate III in EAL (Further Study) outcomes focus on the consolidation of English speaking and listening, reading, writing and study skills to participate in a range of Australian further study contexts. Outcomes include literacy skills including digital literacy skills and cultural and critical knowledge and skills together with knowledge and skills to access further education pathways. The course aims to orient students to the demand of studying in Australia, familiarizing them with research and study methods, essay planning, writing and editing, lecture note taking and tutorial participation. As many local students entering the tertiary sector have poor study skills and are ill equipped to cope in the tertiary sector, it is assumed that students with English as a second language will also encounter difficulties.

Career Opportunities

The further study course is designed to introduce students to the world of further study in a supportive environment, which will give them the confidence to embark on further study in their chosen fields. Participants may pathway to vocational or other education or to further English language courses

Requirements

English Language Requirements

Entry to each EAL Course in / qualification will be determined according to the following criteria:

- a student's current English language skills. (Listening and Speaking and Reading and Writing units in the Framework will provide the basis for initial assessment processes and placement of participants at the appropriate proficiency level). An English placement test for all students will be required before gaining entry into EAL qualifications.
- a student's prior formal education experience, both overseas and in Australia
- any prior EAL learning

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- a student's learning and pathway needs including employability skills, literacies (digital and other literacies), and further educational and vocational training needs.

Academic Requirements

To gain entry into this qualification, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian year 11* or 12 qualification.

(*Subject to the country Assessment Level and the course)

Age requirement

ANGAD Australian Institute of Technology has a requirement that all students must be over 18 years of age at the commencement of course.

Course Fees

Tuition Fees: AUD 5200

Material Fees: AUD 300

Enrolment Fees: AUD 200 (Non-refundable)

Special Consideration

If a student is not able to meet the minimum entry requirements but considers that they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Mode and methods of delivery

- On campus, face to face and holistic delivery.
- Mentoring and peer support.
- Inclusive teaching practices with reasonable adjustments based on learner needs.

Assessment Process and Methods

Participants will be advised of assessment requirements at the beginning of course. As this is a competency based program with holistic delivery, all assessments must be attempted during each term to achieve competency. Each assessment task is mapped to requirements of the relevant unit of competency. Assessment is ongoing until the participant either achieves competency in all assessment tasks or a further training need is identified and addressed.

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The assessment methods include:

- Research
- Written tasks
- Direct observation
- Reports
- Portfolio
- Oral questioning
- Presentations
- Role plays
- Group discussions

Qualification Rules

Participants need to complete Nine (9) units of competency in total as outlined in EAL curriculum, comprising:

- Seven (7) Core units
- Two (2) Elective units

Core Units

Unit Code	Unit Name
VU21323	Develop and document a learning plan and portfolio
VU21499	Give straightforward oral presentations for further study
VU21500	Participate in a range of straightforward interactions for further study
VU21501	Read and write straightforward texts for research purposes
VU21502	Analyse and produce straightforward texts relevant to further study
VU21503	Listen and take notes for research
VU21504	Use language learning strategies and study skills

Elective Units

Unit Code	Unit Name
VU21470	Investigate issues in the Australian environment
VU21473	Investigate Australian art and culture

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Course Details

Certificate IV in EAL (Further Study)

Course Code: 22258VIC

CRICOS Course Code: 084659F

Course Duration: 26 weeks

Course Description

Certificate IV in EAL (Further Study) outcomes focus on furthering English speaking and listening, reading, writing and study skills to participate in a range of Australian further study contexts. Outcomes include literacy skills including digital literacy skills and cultural and critical knowledge and skills together with knowledge and skills to access further education pathways. . The course aims to orient students to the demands of studying in Australia, familiarizing them with research and study methods, essay planning, writing and editing, lecture note taking and tutorial participation. As many local students entering the tertiary sector have poor study skills and are ill equipped to cope in the tertiary sector it is assumed that students with English as a second language will also encounter difficulties.

The Course is beneficial for any person who may be interested in developing their:

- Speaking, listening, reading, writing and study skills
- literacy skills
- cultural and critical knowledge
- skills to access further education pathways

Career Opportunities

The further study course is designed to introduce students to the world of further study in a supportive environment, which will give them the confidence to embark on further study in their chosen fields. Participants may pathway to vocational or other education or to further English language courses.

Entry Requirements

English Language Requirements

Entry to each EAL Course in / qualification will be determined according to the following criteria:

- a student's current English language skills. (Listening and Speaking and Reading and Writing units in the Framework will provide the basis for initial assessment processes and placement of participants at the appropriate proficiency level). An English placement test for all students will be required before gaining entry into EAL qualifications.
- a student's prior formal education experience, both overseas and in Australia
- any prior EAL learning
- a student's learning and pathway needs including employability skills, literacies (digital and other literacies), and further educational and vocational training needs

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Academic Requirements

To gain entry into this qualification, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian year 11* or 12 qualification.

(*Subject to the country Assessment Level and the course)

Age requirement

ANGAD Australian Institute of Technology has a requirement that all students must be over 18 years of age at the commencement of course.

Course Fees

Tuition Fees: AUD 5200

Material Fees: AUD 300

Enrolment Fees: AUD 200 (Non-refundable)

Special Consideration

If a student is not able to meet the minimum entry requirements but considers that they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Mode and methods of delivery

- On campus, face to face and holistic delivery.
- Mentoring and peer support.
- Inclusive teaching practices with reasonable adjustments based on learner needs.

Assessment Process and Methods

Participants will be advised of assessment requirements at the beginning of course. As this is a competency based program with holistic delivery, all assessments must be attempted during each term to achieve competency. Each assessment task is mapped to requirements of the relevant unit of competency. Assessment is ongoing until the participant either achieves competency in all assessment tasks or a further training need is identified and addressed.

The assessment methods include:

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- Research
- Written tasks
- Direct observation
- Reports
- Portfolio
- Oral questioning
- Presentations
- Role plays
- Group discussions

Qualification Rules

Participants need to complete Nine (9) units of competency in total as outlined in EAL curriculum, comprising:

- Eight (8) Core units
- One (1) Elective unit

Core Units

Unit Code	Unit name
VU21353	Research pathways and produce a learning plan and portfolio
VU21508	Give complex presentations for further study
VU21509	Analyse and participate in complex spoken discourse for further study
VU21510	Take notes from complex aural texts for further study
VU21511	Read and write complex texts for research purposes
VU21512	Read and write complex texts for further study
VU21513	Use critical reading and writing skills for further study
VU21514	Use language analysis skills to review own texts

Elective Unit

Unit Code	Unit name
VU20763	Participate in collaborative learning

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Course Details

Details: Certificate IV in Business

Course Code: BSB40215

CRICOS Course Code: 086950J

Course Duration: 26 weeks

Course Description

This course is designed for international students who will be involved in classroom training in a full time capacity to gain the qualification. The qualification is designed for people who wish to work in a supervisory role and can be utilised in a variety of business environments.

Career Opportunities

Upon completion of this qualification, you gain employment as a supervisory role and can be utilised in a variety of business environments.

This course may be beneficial for any person who may be interested in:

- Office Manager
- Office Administrator
- Supervisor
- Team Leader
- Public Relations Officer

Entry Requirements

Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

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English Language Requirements

An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Age Requirements

Students must be over 18 years of age to apply.

Pathways into the qualification

Preferred pathways for students considering this qualification include:

- BSB30115 Certificate III in Business or other relevant qualification/s

OR

- With vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

Examples of indicative job roles for students seeking entry based upon their vocational experience include:

- Accounts Clerk
- Customer Service Advisor
- Clerk
- E-business Practitioner
- Legal Receptionist
- Medical Receptionist
- Office Administration Assistant
- Student Services Officer
- Word Processing Operator.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification students may undertake:

- A range of Diploma level qualifications within the BSB07 Business Services Training Package, or other Training Packages.

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Credit Transfer and Recognition of Prior Learning (RPL)

For RPL and Credit Transfer – Please refer page 4 of International Student Information Booklet (this document).

Special Consideration

If a student is not able to meet the minimum entry requirements but considers they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Course Fees

The total tuition fee for the complete course is AUD 5200

Enrolment Fee: AUD 200 (non-refundable).

Materials Fee: AUD 300

Mode of study

This program is delivered in a classroom-based environment and/or simulated work environment for specific units, as required.

Assessment

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Observation
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

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Course Structure

Students need to complete TEN units of competency in total following the guidelines as outlined in the Business Service Training Package Qualifications Rule, consisting of:

Core Unit

Unit Code	Unit Name
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective Units

Unit Code	Unit Name
BSBCUS403	Implement customer service standards
BSBADM405	Organise meetings
BSBCMM401	Make a presentation
BSBLED401	Develop teams and individuals
BSBMKG414	Undertake marketing activities
BSBREL401	Establish networks
BSBRES401	Analyse and present research information
BSBWOR404	Develop work priorities
BSBCUS501	Manage quality customer service

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Course Details

Diploma of Leadership and Management

Course Code: BSB51915

CRICOS Course Code: 091176M

Course Duration: 52 weeks

Course Description

This course is designed for international students who will be involved in classroom training in a full time capacity to gain the qualification. The qualification is designed for people who wish to work in a supervisory role and can be utilised in a variety of business environments. This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Career Opportunities

Upon completion of this qualification, you gain employment as a supervisory role and can be utilised in a variety of business environments.

This course may be beneficial for any person who may be interested in:

- Executive personal assistant
- General Manager
- Manager
- Assistant Manager
- Project assistant

Entry Requirements

Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

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(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

English Language Requirements

An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Age Requirements

Students must be over 18 years of age to apply.

Pathways Information

Preferred pathways for students considering this qualification include:

- BSB42015 Certificate IV in Leadership and Management or other relevant qualification

OR

- With vocational experience but without formal supervision or management qualification

Pathways from the qualification

BSB61015 Advanced Diploma of Leadership and Management or other Advanced Diploma qualifications

Credit Transfer and Recognition of Prior Learning (RPL)

For RPL and Credit Transfer – Please refer page 4 of International Student Information Booklet (this document)

Special Consideration

If a student is not able to meet the minimum entry requirements but considers they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

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Course Fees

The total tuition fee for the complete course is AUD 10400

Enrolment Fee: AUD 200 (non-refundable)

Materials Fee: AUD 600

Mode of study

This program is delivered in a classroom-based environment and/or simulated work environment for specific units as required.

Assessment

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Observation
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

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Course Structure

Students need to complete twelve (12) units of competency in total following the guidelines as outlined in the Business Service Training Package Qualifications Rule, consisting of:

Core units

Unit Code	Unit Name
BSBLDR501	Develop and use emotional intelligence
BSBMGT517	Manage operational plan
BSBLDR502	Lead and manage effective workplace relationships
BSBWOR502	Lead and manage team effectiveness

Elective Units

Unit Code	Unit Name
BSBPMG522	Undertake project work
BSBFIM501	Manage budgets and financial plans
BSBMGT502	Manage people performance
BSBWHS501	Ensure a safe workplace
BSBWOR501	Manage personal work priorities and professional development
BSBMGT516	Facilitate continuous improvement
BSBADM502	Manage meetings
BSBWRK510	Manage employee relations

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Course Details

Advanced Diploma of Leadership and Management

Course Code: BSB61015

CRICOS Course Code: 091177K

Course Duration: 52 weeks

Course Description

This course is designed for people who want to work in the field of Business Management. Students enrolled in this course will be involved in classroom training in a full time capacity to gain the qualification. The qualification is designed for people who wish to work in a management role and can be utilised in a variety of business environments.

Career Opportunities

Upon completion of this qualification, you gain employment as a Manager and can be utilised in a variety of business environments.

This course may be beneficial for any person who may be interested in:

- Area Manager
- Department Manager
- Regional Manager
- Sales Manager
- Office Manager
- Marketing directors
- Marketing strategists
- National, regional or global marketing managers

Entry Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

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English Language Requirements

An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Age Requirements

Students must be over 18 years of age to apply.

Preferred Pathways

Pathways into the qualification

Students may enter the qualification through a number of entry points including:

- BSB51915 Diploma of Leadership and Management or other relevant qualification/s

OR

- With substantial vocational experience, in management but without a formal qualification.

Examples of indicative job roles for students seeking entry based upon their vocational experience include:

- Manager

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification students may choose to undertake studies at higher education level.

Credit Transfer and Recognition of Prior Learning (RPL)

For RPL and Credit Transfer – Please refer page 4 of International Student Information Booklet (this document)

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Special Consideration

If a student is not able to meet the minimum entry requirements but considers they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Course Fees

The total tuition fee for the complete course is AUD 10400

Enrolment Fee: AUD 200 (non-refundable)

Materials Fee: AUD 600

Mode of study

This program is delivered in a classroom-based environment and/or simulated work environment for specific units as required.

Assessment

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Observation
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

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Course Structure

Students need to complete twelve (12) units of competency in total following the guidelines as outlined in the Business Service Training Package Qualifications Rule, consisting of:

Core Units

Unit Code	Unit Name
BSBINN601	Lead and manage organisational change
BSBMGT605	Provide leadership across the organisation
BSBFIM601	Manage finances
BSBMGT617	Develop and implement a business plan

Elective Units

Unit Code	Unit Name
BSBMGT616	Develop and implement strategic plans
BSBCOM603	Plan and establish compliance management systems
BSBMGT608	Manage innovation and continuous improvement
BSBSUS501	Develop workplace policy and procedures for sustainability
BSBRISK501	Manage Risk
BSBMKG608	Develop organisational marketing objectives
BSBDIV601	Develop and implement diversity policy
BSBWHS605	Develop, implement and maintain WHS management systems

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Course Details

Certificate IV in Marketing

Course Code: BSB41315

CRICOS Course Code: 087103G

Course Duration: 26 weeks

Course Description

This qualification reflects the role of individuals who use well-developed marketing skills and a broad knowledge base in a wide variety of marketing contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others, however they typically report to a more senior marketing practitioner.

Career Opportunities

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- direct marketing officer
- market research assistant
- marketing coordinator
- marketing officer
- public relations officer

Entry Requirements

Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

English Language Requirements

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An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Age Requirements

Students must be over 18 years of age to apply.

Pathways Information

Pathways into the qualification

Preferred pathways for students considering this qualification include:

- BSB30115 Certificate III in Business or other relevant qualification

OR

- With vocational experience in assisting marketing team leaders, supervisors or managers to conduct marketing communication activities but without formal marketing qualifications.

Pathways from the qualification

BSB51215 Diploma of Marketing or a range of Diploma qualifications

Credit Transfer and Recognition of Prior Learning (RPL)

For RPL and Credit Transfer – Please refer page 4 of International Student Information Booklet (this document).

Special Consideration

If a student is not able to meet the minimum entry requirements but considers they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Course Fees

The total tuition fee for the complete course is AUD 5200

Enrolment Fee: AUD 200 (non-refundable).

Materials Fee: AUD 300

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Mode of study

This program is delivered in a classroom-based environment and/or simulated work environment for specific units as required.

Assessment

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Observation
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

Course Structure

Students need to complete twelve (12) units of competency in total following the guidelines as outlined in the Business Service Training Package Qualifications Rule, consisting of:

Core Units

Unit Code	Unit Name
BSBCMM401	Make a presentation
BSBMKG401	Profile the market
BSBMKG402	Analyse consumer behaviour for specific markets
BSBMKG408	Conduct market research

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Elective Units

Unit Code	Unit Name
BSBCUS402	Address customer needs
BSBMKG413	Promote products and services
BSBRSK401	Identify and apply risk management processes
BSBMKG415	Research international markets
BSBMKG412	Conduct electronic marketing communications
BSBLDR402	Lead effective workplace relationships

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Course Details

Certificate IV in Marketing and Communication

Course Code: BSB42415

CRICOS Course Code: 092813A

Course Duration: 26 weeks

Course Description

This qualification is suitable for those who use well developed marketing and communication skills and a broad knowledge base in a wide variety of contexts. Individuals in these roles apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others; however, they typically report to more senior practitioners.

Career Opportunities

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Direct Marketing Officer
- Market Research Assistant
- Marketing Coordinator
- Marketing and Communications Officer
- Public relations officer

Entry Requirements

Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

English Language Requirements

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An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Age Requirements

Students must be over 18 years of age to apply.

Pathways Information

Pathways into the qualification

Preferred pathways for students considering this qualification include:

- BSB30115 Certificate III in Business or other relevant qualification

OR

- With vocational experience in assisting marketing team leaders, supervisors or managers to conduct marketing communication activities but without formal marketing qualifications.

Pathways from the qualification

BSB52415 Diploma of Marketing and Communication or a range of Diploma qualifications

Credit Transfer and Recognition of Prior Learning (RPL)

For RPL and Credit Transfer – Please refer page 4 of International Student Information Booklet (this document).

Special Consideration

If a student is not able to meet the minimum entry requirements but considers they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Course Fees

The total tuition fee for the complete course is AUD 5200

Enrolment Fee: AUD 200 (non-refundable).

Materials Fee: AUD 300

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Mode of study

This program is delivered in a classroom-based environment and/or simulated work environment for specific units as required.

Assessment

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Observation
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

Course Structure

Students need to complete twelve (12) units of competency in total following the guidelines as outlined in the Business Service Training Package Qualifications Rule, consisting of:

Core Units

Unit Code	Unit Name
BSBCMM401	Make a presentation
BSBCRT401	Articulate, present and debate ideas
BSBMGT407	Apply digital solutions to work processes
BSBMKG417	Apply marketing communication across a convergent industry
BSBMKG418	Develop and apply knowledge of marketing communication

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	industry
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Elective Units

Unit Code	Unit Name
BSBRES401	Analyse and present research information
BSBLDR402	Lead effective workplace relationships
BSBINM401	Implement workplace information systems
BSBMKG401	Profile the market
BSBMKG419	Analyse consumer behaviour
BSBMKG408	Conduct market research
BSBMKG413	Promote products and services

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Course Details

Diploma of Marketing

Course Code: BSB51215

CRICOS Course Code: 087399G

Course Duration: 26 weeks

Course Description

This qualification reflects the role of individuals working in a variety of marketing roles across different industry sectors who possess a sound theoretical knowledge base and demonstrate a range of managerial skills. Typically they would have responsibility for the work of other staff and lead teams in conducting marketing campaigns.

Career Opportunities

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Advertising Specialist
- Market Research Analyst
- Marketing Specialist

Entry Requirements

Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

English Language Requirements

An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Age Requirements

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Students must be over 18 years of age to apply.

Pathways Information

Pathways into the qualification

Preferred pathways for students considering this qualification include:

- BSB41315 Certificate IV in Marketing or other relevant qualification

OR

- With vocational marketing experience but new to the role of marketing team leader, supervisor or manager and without formal marketing qualifications

OR

- With vocational marketing experience in marketing team leader, supervision or management, seeking to consolidate skills and knowledge in managing the marketing function in an organisation but without formal marketing qualifications.

Pathways from the qualification

BSB60515 Advanced Diploma of Marketing or other Advanced Diploma qualifications

Credit Transfer and Recognition of Prior Learning (RPL)

For RPL and Credit Transfer – Please refer page 4 of International Student Information Booklet (this document)

Special Consideration

If a student is not able to meet the minimum entry requirements but considers they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Course Fees

The total tuition fee for the complete course is AUD 10400

Enrolment Fee: AUD 200 (non-refundable).

Materials Fee: AUD 600

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Mode of study

This program is delivered in a classroom-based environment and/or simulated work environment for specific units as required.

Assessment

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Observation
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

Course Structure

Students need to complete eight elective units of competency in total following the guidelines as outlined in the Business Service Training Package Qualifications Rule, consisting of:

Elective Units

Unit Code	Unit Name
<i>BSBMKG501</i>	<i>Identify and evaluate marketing opportunities</i>
<i>BSBMKG502</i>	<i>Establish and adjust the marketing mix</i>
<i>BSBMKG507</i>	<i>Interpret market trends and developments</i>
<i>BSBMKG514</i>	<i>Implement and monitor marketing activities</i>

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<i>BSBMKG515</i>	<i>Conduct a marketing audit</i>
<i>BSBFIM501</i>	<i>Manage budgets and financial plans</i>
<i>BSBMKG517</i>	<i>Analyse consumer behaviour for specific international markets</i>
<i>BSBMKG516</i>	<i>Profile international markets</i>

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Course Details

Diploma of Marketing and Communication

Course Code: BSB52415

CRICOS Course Code: 092812B

Course Duration: 52 weeks

Course Description

This qualification applies to individuals with a sound theoretical knowledge base in marketing and communication and who demonstrate a range of managerial skills to ensure that functions are effectively conducted in an organisation or business area. Typically they would have responsibility for the work of other staff and lead teams.

Career Opportunities

Upon completion of this qualification, you gain employment as a supervisory role and can be utilised in a variety of business development environments.

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Advertising Specialist
- Market Research Analyst
- Marketing Specialist

Entry Requirements

Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

English Language Requirements

An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English

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Language course to achieve the required standard prior to commencement of the course.

Age Requirements

Students must be over 18 years of age to apply.

Pathways Information

Pathways into the qualification

Preferred pathways for students considering this qualification include:

- BSB42415 Certificate IV in Marketing and communication or other relevant qualification

OR

- With vocational marketing experience but new to the role of marketing team leader, supervisor or manager and without formal marketing qualifications

OR

- With vocational marketing experience in marketing team leader, supervision or management, seeking to consolidate skills and knowledge in managing the marketing function in an organisation but without formal marketing qualifications.

Pathways from the qualification

BSB61315 Advanced Diploma of Marketing and Communication or other Advanced Diploma qualifications

Credit Transfer and Recognition of Prior Learning (RPL)

For RPL and Credit Transfer – Please refer page 4 of International Student Information Booklet (this document)

Special Consideration

If a student is not able to meet the minimum entry requirements but considers they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

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Course Fees

The total tuition fee for the complete course is AUD 10400

Enrolment Fee: AUD 200 (non-refundable).

Materials Fee: AUD 600

Mode of study

This program is delivered in a classroom-based environment and/or simulated work environment for specific units as required.

Assessment

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Observation
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

Course Structure

Students need to complete EIGHT units of competency in total following the guidelines as outlined in the Business Service Training Package Qualifications Rule, consisting of:

Core Units

Unit Code	Unit Name
BSBPMG522	Undertake Project work

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BSBMKG507	Interpret market trends and developments
BSBMKG523	Design and develop an integrated marketing communication plan

Elective Units

Unit Code	Unit Name
BSBITU402	Develop and use complex spreadsheets
BSBFIM501	Manage budgets and financial plans
BSBLDR502	Lead and manage effective workplace relationships
BSBMKG514	Implement and monitor marketing activities
BSBMKG515	Conduct a marketing audit
BSBMKG501	Identify and evaluate marketing opportunities
BSBMKG502	Establish and adjust the marketing mix
BSBADV507	Develop a media plan
BSBMKG506	Plan market research

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Course Details

Advanced Diploma of Marketing

Course Code: BSB60515

CRICOS Course Code: 087570B

Course Duration: 52 weeks

Course Description

This qualification reflects the role of individuals working as marketing directors, marketing strategists and national, regional or global marketing managers. Individuals in these positions provide leadership and strategic direction in the marketing activities of an organisation. They analyse, design and execute judgements using wide-ranging technical, creative, conceptual and managerial competencies. Their knowledge base may be highly specialised or broad within the marketing field. These individuals are often accountable for group outcomes and for the overall performance of the marketing function of an organisation.

Career Opportunities

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Advertising Specialist
- Market Research Analyst
- Marketing Specialist

Entry Requirements

Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

English Language Requirements

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An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Age Requirements

Students must be over 18 years of age to apply.

Preferred Pathways

Pathways into the qualification

Students may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at advanced diploma level, including:

- BSB51215 Diploma of Marketing or other relevant qualification

OR

- With substantial vocational marketing experience, with overall responsibility for providing strategic direction and planning for an organisation's marketing function, either domestically or internationally but without a formal marketing qualification.

OR

- With extensive vocational marketing experience in senior marketing positions with a wide range of skills in a specialised marketing communications discipline and looking to consolidate specialist marketing skills with more generic management skills, but without a formal marketing qualification.

Pathways from the qualification

After achieving this qualification students may choose to undertake studies at higher education level.

Credit Transfer and Recognition of Prior Learning (RPL)

For RPL and Credit Transfer – Please refer page 4 of International Student Information Booklet (this document)

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Special Consideration

If a student is not able to meet the minimum entry requirements but considers they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Course Fees

The total tuition fee for the complete course is AUD 10400

Enrolment Fee: AUD 200 (non – refundable).

Materials Fee: AUD 600

Mode of study

This program is delivered in a classroom-based environment and/or simulated work environment for specific units as required.

Assessment

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Observation
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

Course Structure

Students need to complete twelve (12) units of competency in total following the guidelines as outlined in the Business Service Training Package Qualifications Rule, consisting of:

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Core Units

Unit Code	Unit Name
BSBMKG603	Manage marketing process
BSBMKG607	Manage market research
BSBMKG608	Develop organisational marketing objectives
BSBMKG609	Develop a marketing plan

Elective Units

Unit Code	Unit Name
BSBMKG606	Manage international marketing programs
BSBDIV601	Develop and implement diversity policy
BSBADV507	Develop a media plan
BSBMKG605	Evaluate international marketing opportunities

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Course Details

Advanced Diploma of Marketing and Communication

Course Code: BSB61315

CRICOS Course Code: 092811C

Course Duration: 52 weeks

Course Description

This qualification reflects the role of individuals who provide leadership and strategic direction in the marketing and communications activities of an organisation. They analyse, design and execute judgements using wide-ranging technical, creative, conceptual and managerial competencies.

Their knowledge base may be highly specialised or broad within the marketing and communications field. Typically they are accountable for group outcomes and the overall performance of the marketing and communication, advertising or public relations functions of an organisation.

Career Opportunities

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Advertising Specialist
- Market Research Analyst
- Marketing Specialist

Entry Requirements

Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

English Language Requirements

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An IELTS score of 5.5 or equivalent is required for entry into this program. However if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Age Requirements

Students must be over 18 years of age to apply.

Preferred Pathways

Pathways into the qualification

Students may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at advanced diploma level, including:

- BSB52415 Diploma of Marketing and Communication or other relevant qualification

OR

- With substantial vocational marketing experience, with overall responsibility for providing strategic direction and planning for an organisation's marketing function, either domestically or internationally but without a formal marketing qualification.

OR

- With extensive vocational marketing experience in senior marketing positions with a wide range of skills in a specialised marketing communications discipline and looking to consolidate specialist marketing skills with more generic management skills, but without a formal marketing qualification.

Pathways from the qualification

After achieving this qualification students may choose to undertake studies at higher education level.

Credit Transfer and Recognition of Prior Learning (RPL)

For RPL and Credit Transfer – Please refer page 4 of International Student Information Booklet (this document)

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Special Consideration

If a student is not able to meet the minimum entry requirements but considers they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Course Fees

The total tuition fee for the complete course is AUD 10400

Enrolment Fee: AUD 200 (non – refundable).

Materials Fee: AUD 600

Mode of study

This program is delivered in a classroom-based environment and/or simulated work environment for specific units as required.

Assessment

Students will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include:

- Written Questions
- Observation
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written examinations
- Integrated assessment of some units may occur.

Course Structure

Students need to complete twelve (12) units of competency in total following the guidelines as outlined in the Business Service Training Package Qualifications Rule, consisting of:

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Core Units

Unit Code	Unit Name
BSBMGT616	Develop and implement strategic plans
BSBMKG609	Develop a marketing plan
BSBADV602	Develop an advertising campaign

Elective Units

Unit Code	Unit Name
BSBMGT605	Provide leadership across the organisation
BSBCOM603	Plan and establish compliance management systems
BSBMGT617	Develop and implement a business plan
BSBMKG603	Manage the marketing process
BSBMKG607	Manage market research
BSBMKG608	Develop organisational marketing objectives
BSBDIV601	Develop and implement diversity policy
BSBMKG606	Manage International Marketing Programs
BSBMKG605	Evaluate International Marketing Opportunities

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Course Details

Certificate IV In Human Resources

Course Code: BSB41015

CRICOS Course Code: 087058G

Course Duration: 26 weeks

Course Description

This course is designed for international student who will be involved in classroom training in a full time capacity to gain the qualification. The qualification reflects the role of individuals who work in a range of support positions in human resources management. In smaller companies they may work across all human resources functional areas and in larger companies they may be assigned responsibilities in units or business areas focused on discrete human resources functions, such as remuneration, workforce planning or human resources information systems.

The course is beneficial for individuals looking for job roles listed below:

- Human resources assistant
- Human resources coordinator
- Human resources administrator
- Human resources officer
- Payroll officer

Career Opportunities

Upon completion of the qualification, you gain employment in Human Resources officer/administrator role and can be utilized in a variety of business environments.

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Entry Requirements

English Language Requirements

An IELTS band score of 5.5 or equivalent is required for entry into this program. However, if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

Age requirement

Applicants must be of 18 years of age to apply.

Practical Placement

None

Course Fees

Tuition Fees: AUD 4000

Material Fees: AUD 250

Enrolment Fees: AUD 200 (Non-refundable)

Special Consideration

If a student is not able to meet the minimum entry requirements but considers that they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

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Mode of Study

This qualification is delivered in a classroom based environment and / or simulated work environment for specific units as required.

Assessment Process

Participants will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment methods include:

- Written reports
- Presentations/Demonstrations
- Classroom activities/ Role plays
- Case studies
- Reflective reports
- Written test
- Project work/Research/ Portfolio

Qualification Rules

Participants need to complete ten (10) units of competency in total following the guidelines as outlined in the Business Services Training Package qualification rules which comprise of:

Core Units

Unit Code	Unit Name
BSBHRM403	Support performance-management processes
BSBHRM404	Review human resources functions
BSBHRM405	Support the recruitment, selection and induction of staff
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

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BSBLDR402	Lead effective workplace relationships
BSBWRK411	Support employee and industrial relations procedures

Elective units

Unit Code	Unit Name
BSBDIV301	Work effectively with diversity
BSBINN301	Promote innovation in a team environment
BSBINM401	Implement workplace information systems
BSBFIA402	Report on financial activity

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Course Details

Diploma of Human Resources Management

Course Code: BSB50615

CRICOS Code: 087323F

Course Duration: 26 weeks

Course Description

This course is designed for international student who will be involved in classroom training in a full time capacity to gain the qualification. This qualification reflects the role of individuals who have a sound theoretical knowledge base in human resources management and demonstrate a range of managerial skills to ensure that human resources functions are effectively conducted in an organisation or business area. Typically they would have responsibility for the work of other staff.

The course is beneficial for individuals looking for job roles listed below:

- Human resources adviser
- Human resources and change manager
- Human resources consultant
- Human resources manager
- Senior human resources officer

Career Opportunities

Upon completion of the qualification, you gain employment in Human Resources manager/consultant role and can be utilized in a variety of business environments.

Entry Requirements

English Language Requirements

An IELTS band score of 5.5 or equivalent is required for entry into this program. However, if a student has an IELTS score of 5.0, the student will be required to complete an English Language course to achieve the required standard prior to commencement of the course.

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Academic Requirements

(a) Entry into any courses generally requires successful completion of 12 years of schooling to the level of higher secondary education. However, selection is not based purely on academic performance. Relevant work experience, work samples and other document submitted will also be considered.

(b) In addition to meeting the academic requirements applicants must demonstrate their competence in English literacy levels when submitting their application. English literacy level can be obtained via “English Placement Test”.

Age requirement

Applicants must be of 18 years of age to apply.

Practical Placement

None

Course Fees

Tuition Fees: AUD 5200

Material Fees: AUD 300

Enrolment Fees: AUD 200 (Non-refundable)

Special Consideration

If a student is not able to meet the minimum entry requirements but considers that they have the skills and experience to succeed in the course, they may apply to ANGAD Australian Institute of Technology for special consideration for entry.

Mode of Study

This qualification is delivered in a classroom based environment and / or simulated work environment for specific units as required.

Assessment Process

Participants will be advised of the assessment requirements at the beginning of each unit. Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

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The assessment methods include:

- Written reports
- Presentations/Demonstrations
- Classroom activities/ Role plays
- Case studies
- Written test
- Project work/Research/ Portfolio

Qualification Rules

Participants need to complete nine (9) units of competency in total following the guidelines as outlined in the Business Services Training Package qualification rules which comprise of:

Core Units

Unit Code	Unit Name
BSBHRM501	Manage human resources services
BSBHRM506	Manage recruitment selection and induction processes
BSBHRM512	Develop and manage performance-management processes
BSBHRM513	Manage workforce planning
BSBWRK510	Manage employee relations
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective Units

Unit Code	Unit Name
BSBADM502	Manage meetings
BSBITU402	Develop and use complex spreadsheets
BSBLED502	Manage program that promote personal effectiveness

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STUDENT SUPPORT SERVICES

1. POLICY

This policy/procedure supports SRTO 2015 Clause 1.7 and ‘Standard 6 – Student Support Services’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’, which states:

“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.”

This policy ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. ANGAD Australian Institute of Technology will also conduct an orientation program for all new students and the details of this orientation program is included in the procedures outlined below.

2. PROCEDURE

NOMINATED STUDENT SUPPORT OFFICER

Whilst all staff employed by ANGAD Australian Institute of Technology has the responsibility to provide support to all students, ANGAD Australian Institute of Technology shall nominate ‘Student Support Officers’ who shall be available to all students, on an appointment basis, through the standard hours of business.

Students can access the student support officers directly or via student administrations and an appointment will be organised as soon as practical.

Currently, the roles and responsibilities of ‘Student Support Officers’ are maintained by

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Leanne Mostajo

(Non-academic Support Officer)

Henan Li (Nancy)

(English Language Support Officer)

Anil Don

(Numeracy Support Officer)

Ph: (03) 96709095

Email: info@angad.vic.edu.au

As part of their responsibility they are to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.

Student Support Services

The following support services are to be available and accessible for all students studying with ANGAD Australian Institute of Technology. ANGAD Australian Institute of Technology will provide students with contact details to refer any matters that require further follow up. Any referrals are conducted by ANGAD Australian Institute of Technology 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 ANGAD Australian Institute of Technology.

2.1 Academic issues

Students may have concerns with their 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, and general support to ensure they achieve satisfactory results in their studies.

Students' progress is monitored and guidance and support provided where unsatisfactory results are identified.

A student is able to access the student support officer to discuss any academic or other related issues to studying at ANGAD Australian Institute of Technology at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

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2.2 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 college 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.

Referral Services Available	Name & Location	Contact Phone
Counselling service	Dr. Rae Subramanian, 120 Spencer Street, Melbourne, VIC 3000	0418201554

2.3 Accommodation

While ANGAD Australian Institute of Technology does not offer accommodation services or take any responsibility for accommodation arrangements ANGAD Australian Institute of Technology 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 students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

Referral Services Available	Name & Location	Contact Phone
Hotel	Quest on Williams, 170 William Street, Melbourne	03-9605 2222
Backpacker	King Street Backpackers, 197 King Street, Melbourne	1800 671 115

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Hostel	Victoria Hall Accommodation, 380 Russell Street, Melbourne	03 96623888
Real Estate (Rental)	Ray White, 51 Hardware Lane, Melbourne	03 9670 3330

2.4 Medical Issues

Student Administration will always have an up to date list of medical professionals within access from the college 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 are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	St Vincent Hospital, 59 Victoria Parade, Fitzroy, VIC 3065	9288 4360
Doctor	Dr Philip Perlstein, Level 4, 250 Collins Street, Melbourne 3000	9650 4284
Dentist	Smile Solutions, Level 1, 10, 11 12 and the Tower Manchester Unity Building, 220 Collins Street Melbourne VIC 3000	9650 4920 13 13 96
Optometrist	Spatial Vision, Level 2, 170 Queen Street, Melbourne 3000	9691 3000

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Gynaecologist	Dr. Priya Navani Sunshine City Medical Centre 423 Ballarat Road, Sunshine, VIC 3020	9312 3000
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The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

2.5 Legal Services

ANGAD Australian Institute of Technology 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.

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Fitzroy Legal Service, 124 Johnston Street, Fitzroy, VIC – 3065	9419 3744
	Springvale Legal Service, 5 Osborne Avenue, Springvale, VIC -3171	9562 3144
Lawyer	Advice Line Lawyers, 350 William Street, Melbourne	9321 9988

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2.6 The Overseas Students Ombudsman

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman also:

Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
 Publishes reports on problems and broader issues in international education that we identify through investigations. For Further information:

Overseas Students Ombudsman	
Website	www.oso.gov.au
Email	ombudsman@ombudsman.gov.au
Contact Number	1300 362 072

2.7 Social Programs

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with ANGAD Australian Institute of Technology to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

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INFORMATION FOR STUDENTS

Access to Student Records

You can access your student file at any time during your enrolment with ANGAD Australian Institute of Technology. You need to contact Admissions Manager by filling out Student request form. The file will be provided to you within 2 working days. You MUST provide photo identification in order to gain access to your student file. Please note that you are not allowed to remove the file from premises however, if you want anything from your file, the staff member can photocopy it for you. Because of Australian Privacy Legislation (Commonwealth Privacy ACT), no other person can look at someone else's file.

Change of address

Upon arriving in Australia you are required to advise ANGAD Australian Institute of Technology of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 ANGAD Australian Institute of Technology is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour or academic progress. It is your responsibility and in your own interests to ensure that you always update your address details at ANGAD Australian Institute of Technology in every 6 months' time during your enrolment to ensure you receive important information about your course, fees and possible breaches of your student visa. Additional information on student visa issues is available on the <http://www.immi.gov.au/>

Relevant Legislation

A range of legislation is applicable to all staff and students. In order to comply with regulatory requirements, ANGAD Australian Institute of Technology must inform you during orientation, of relevant legislation. The laws applicable to you as a student are as follows:

Age Discrimination Act 2004

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Child Protection Legislation in Australia and New Zealand 2009

Copyright Act 1968

- Copyright Amendment (Digital Agenda) Act 2000

Disability Discrimination Act 1992

- Disability Discrimination And Other Human Rights Amendment Act 2009
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Regulations 1996

Equal Opportunity Act 2010

Work health and Safety Act 2011= Work health and Safety (Transitional and Consequential provisions) Act 2011

Occupational health and Safety Act 2004+Occupational health and Safety Amendment Regulations 2012

Privacy Act 1988

- Privacy Amendment Act 2004

Racial Discrimination Act 1975

Sex Discrimination Act 1984

ESOS Legislation

Education Service Providers (Full Fee Overseas Students) Registration Act 1991

Education Services for overseas Students Act 2000 (ESOS Act)

Education Services for overseas Students Regulations 2001

ESOS Act 2000 18th June 2012

National Code 2007

Course assessment

A number of approaches to course assessment are used by Institute staff. Assessment approaches may include: observation of performance in class; case studies; projects; assignments; presentations; role plays; written tests and exams.

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Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of three assessment attempts for each unit.

If after three assessment attempts students competence is “not yet competent” they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Student Induction

Induction is conducted in the first week of your course. Its purpose is to fully inform new students of most aspects of life at ANGAD Australian Institute of Technology and to provide an introduction to studying, Melbourne’s costs of living, transportation, facilities, banking and accommodation. In addition Institute staff will be introduced, a tour of ANGAD Australian Institute of Technology and the local area will take place and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa or your enjoyment of your stay in Australia.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment (at no cost) indicating which modules or units of competency they have completed. If a student loses their Certificate of Completion and requires a replacement there will be a fee of \$150 and if they lose their Statement of Attainment there will be a fee of \$50.

AGENT FEEDBACK

If the Agent has provided any information which is not consistent with this booklet, students must inform the CEO. The CEO will take appropriate action against the agent.

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REFUND POLICY & PROCEDURE

1. Policy

This policy/procedure supports SRT0 Clause 5.3 and 'Standard 3' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007', which states:

'Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.'

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to the Administrations department and the following procedures followed in assessing the application.

All 'refunds' are to be approved by the Administrations Manager and applications processed within 10 working days of the application being placed.

Please note the below refund policy is in relation to 'Tuition Fees' and should not be confused with 'Application' fees which are non-refundable.

2. PROCEDURE

2.1 All refund information is made available to students through the enrolment process and is included on the 'Student Enrolment Agreement', which the student signs prior to acceptance into a course of study with the Institute and money accepted from a student.

2.2 Refunds due to non-delivery of course by Institute

Please note that Government Legislation requires unused portion of the prepaid tuition fees to be refunded if:

- The course does not start of the agreed starting date which is notified in the Offer Letter.
- The course stops being provided after it starts and before it is completed.
- The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator.

Refunds under the above conditions will be paid to the student within 10 working days.

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- The Institute 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. The student may accept the offer in writing within 30 days. Where the student agrees to this arrangement, the Institute will not be liable to refund the money owed for the original enrolment.

2.3 Refunds based upon student application

All applications for refund must be made in writing by way of the 'APPLICATION FOR REFUND' form (Appendix A) and submitted to the Administration Manager for approval.

Please note: where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.

- Applications for refunds are to be processed by the Administration Manager within 10 working days from the date of application.
- Refunds payable will be paid to the student within 28 days.
- The assessment of refund applications shall be granted as indicated on the next page.

2.4 Appealing Refund decisions

- Refer to the Student Complaints & Appeals Policy and Procedure from the Student Administration department if you wish to appeal against the Refund application outcome.

Australian Consumer Protection Law

This policy and the availability of complaints and appeals processes do not remove the right of a student to take further action under Australian Consumer Protection Law.

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

Enrolment Fee	Non-refundable
Tuition Fees	
<p>Visa refused prior to course commencement</p>	<p>Visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47E (4).</p> <p>The calculation under subsection 47E(4) is as follows:</p> <p>The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount:</p> <p>the lesser of:</p> <p>(a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or</p> <p>(b) the sum of \$500.</p>
<p>Withdrawal at least 10 weeks to agreed start date</p>	<p>50% refund</p>
<p>Withdrawal less than 10 weeks prior to agreed start date</p>	<p>No refund</p>
<p>Withdrawal after the agreed start date</p>	<p>No refund</p>
<p>Visa cancelled due to actions of the student</p>	<p>No refund</p>

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Course withdrawn by Institute	Full refund including enrolment fee.
Visa Extension is refused	Refund of Unused portion of tuition fees for future terms.
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator	Refund of unused tuition fees.
Withdraws from the course without notification or breaches their Visa conditions	No Refund.
The institute is unable to provide the course for which the original offer was made	Full refund.
RPL Fees	No refund if 'Statement of Attainment' is provided.
Transferring to another provider	Refund of unused tuition fees.

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STUDENT REQUIREMENTS

Academic Progress

Students are required to maintain satisfactory academic progress as a condition of their visa. This progress is also monitored by the ANGAD Australian Institute of Technology and support and guidance will be given where progress is not being achieved. Where a student is unable to maintain the required 50% pass mark, the ANGAD Australian Institute of Technology is obliged to notify DIBP. Where this occurs a student's visa status may be affected.

ANGAD Australian Institute of Technology has elected to adopt the Department of Education/DIBP Course Progress Policy in relation to Standard 10 of the National Code. Under this policy, students are required to be competent in a minimum of 50% of units in a study period in order to maintain satisfactory course progress.

“Unsatisfactory course progress” is defined as the student not achieving competence in 50% or more of the units during a study period.

A study period at ANGAD Australian Institute of Technology is defined as one term (equivalent to 9 weeks for all BSB Qualifications and 10 weeks for EAL Qualifications on scope).

A student who does not achieve the required 50% competency rate for two consecutive study period, shall be considered in breach of this academic progress requirement and must then be reported to DIBP through PRISMS.

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STUDENT CODE OF CONDUCT

PURPOSE

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at the Institute for all students and staff.

SCOPE

This Student Code of Conduct applies to all students of the Institute community, across all courses, sites, and modes of delivery.

STUDENT RIGHTS

All students have the right to:

- Be treated fairly and with respect by Institute staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment in which to pursue their goals;
- Have access to counselling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimization;
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

STUDENT RESPONSIBILITIES

All students have a responsibility to:

- Treat other students and Institute staff with respect and fairness.
- Follow any reasonable direction from a member of Institute staff.

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- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing Institute or other student's property.
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend all scheduled classes and institute activities
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating. This is in accordance to Institute's Academic Misconduct Policy
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Institute staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the Institute that pertain to them.
- Pay all fees as required by the Institute within the required timeframe.
- Attend all meetings called by the Institute to discuss academic or course progress
- Meet or carry out all activities agreed with the institute in relation to maintaining course progress or academic performance

BREACH OF CONDUCT

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the Institute premises.
- Acts contrary to Equal Opportunity practices of the Institute which is committed to the prevention and elimination of discrimination on the grounds of:
 - Age;
 - Impairment;
 - Industrial activity;
 - Lawful sexual activity;
 - Marital status;
 - Physical features;
 - Political belief or activity;
 - Pregnancy;
 - Race;
 - Religious belief or activity;
 - Sex;
 - Status as a parent or a carer;

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- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the Institute.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the Institute
- Deliberately obstructs any teaching activity, examination or meeting of the Institute
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the Institute in the performance of their duties
- Willfully damages or wrongfully deals with any Institute property.
- Attends the Institute whilst under the influence of alcohol or affected by drugs, etc. or possesses uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 (Amendments: 20 December 2012) or the Drugs Poisons and Controlled Substances Act 1981 (Amendments: 13 December 2012) or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the Institute.
- Fails to comply with OH&S regulations or willfully places another person in a position of risk or danger
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress.
- Fails to carry out actions or engage in activities agreed with the institute to maintain course or academic progress.
- Students will be required to sign a copy of Student Code of Conduct, and copy will be placed in a student's file.

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COMPLAINTS AND APPEALS POLICY & PROCEDURE

1. POLICY

This policy/procedure supports 'Standard 8 – Complaints and Appeals' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'. (Ref: ESOS Standard 8/SRTO2015 Clause 6.1-6.6)

Despite all efforts of ANGAD Australian Institute of Technology to provide satisfactory services, complaints may occasionally arise that require formal resolution. The following procedures provides a complainant or appellant with an opportunity to have complaints or appeals resolved and resolutions reached in a timely manner at little or no cost.

In all cases the following points are to be followed:

- 1.1 A process is in place for lodging a formal complaint or appeal, if the matter cannot be resolved informally. This requires a written record of the complaint or appeal to be kept;
- 1.2 Each complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself;
- 1.3 Each party may be accompanied and assisted by a support person at any relevant meetings;
- 1.4 Student's enrolment will be maintained throughout each of the appeals process.
- 1.5 The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
- 1.6 The process commences within 10 working days of formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. (The complainant or appellant must be informed when a complaint or appeal is expected to take longer than 60 days to finalise.)
- 1.7 If a complaint or appeal cannot be satisfactorily resolved, complainant or appellant will be advised of their right to appeal to an external body in this case to Overseas Student Ombudsman. ANGAD Australian Institute of Technology has an arrangement with Overseas Student Ombudsman to resolve the complaint independently.

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- 1.8 Where a decision or outcome is in favour of the complainant or appellant, ANGAD Australian Institute of Technology shall follow the required action to satisfy student's complaint immediately.

2. PROCEDURE

Informal process

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

2.1 General Complaints

2.1.1 All formal complaints or appeals are submitted in writing to the Administration Manager. It is his/her responsibility to acknowledge the complaint or request for an appeal in writing and to deal with the complaint in the first instance. A complaint/ Appeal Lodgement form is available from the Administration Department, which can be used to Lodge the complaint. Support with filling in this form can be gained from the student support officer. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint ;
- Date of the event which lead to the complaint
- Attachments (if applicable);

2.1.2 Once a complaint is received it is to be entered into the 'Complaints log book/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; and
- Date of Resolution.

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- 2.1.3 A student may be assisted or accompanied by a support person at any stage of the complaints and appeals process regardless of the nature of the complaint.
- 2.1.4 Once a complaint has been filed and logged in the 'complaints and appeals register', the Administration Manager shall notify the CEO of the complaint and provide any further documentation related to the matter.
- 2.1.5 The CEO shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint at hand within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint. (The complainant or appellant must be informed when a complaint or appeal is expected to take longer than 60 days to finalise.)
- 2.1.6 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.
- 2.1.7 Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the Administration Manager and on the student's file.
- 2.1.8 Within the notification of the outcome of the formal complaint, the student shall also be notified that they have the right of appeal. To appeal a decision ANGAD Australian Institute of Technology must receive, in writing, grounds of the appeal. Student is referred to the appeals procedure.
- 2.1.9 Where a decision or outcome is in favour of the student, ANGAD Australian Institute of Technology shall follow the required action to satisfy the student's complaint immediately.
- 2.1.10 In case of complaints received from a student, ANGAD Australian Institute of Technology will maintain student's enrolment, throughout the complaint process.

2.2 Internal Appeals

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

- Administrative and Management practices
- Training and assessments outcomes
- Reported breaches of academic performance
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment

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- Or any other decision that is made after a complaint has been dealt with by ANGAD at the first instance.

2.2.1 To activate the appeals process the student is to complete an 'appeal' application which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Administrations department.

2.2.2 The Administration Manager shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

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

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

2.3 General appeals

2.3.1 Where a student has appealed a decision or outcome of a formal complaint they are required to notify ANGAD Australian Institute of Technology in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

2.3.2 The appeal shall be lodged through administration department and the Administration Manager shall ensure the details of the appeal are added to the 'complaints and appeals register'.

2.3.3 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.

2.3.4 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.

2.3.5 Where a decision or outcome is in favour of the student, ANGAD Australian Institute of Technology shall follow the required action to satisfy the student's complaint immediately.

2.4 Assessment appeals

2.4.1 Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-

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assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

- 2.4.2 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 administration department and the appeal shall be entered into the 'complaints and appeals register'.
- 2.4.3 The CEO shall be notified and shall seek details from the 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 assessor appointed by ANGAD Australian Institute of Technology.
- 2.4.4 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- 2.4.5 Where a decision or outcome is in favour of the student, ANGAD Australian Institute of Technology shall follow the required action to satisfy the student's complaint immediately.

2.5 Appealing decisions to report breach of VISA requirements

- 2.5.1 Where a student wishes to appeal the decision of ANGAD Australian Institute of Technology to notify DIBP of a breach of procedures, fees and discipline, the student shall lodge, in writing, a letter outlining the details of their appeal.
- 2.5.2 The appeal shall be lodged with administration department and the appeal shall be entered into the 'complaints and appeals register.'
- 2.5.3 The CEO shall be notified and shall seek details regarding the initial documentation of the breach and shall make a decision based on the grounds of the appeal.
- 2.5.4 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- 2.5.5 Where a student has decided to access the appeals process in relation to a reportable breach, ANGAD Australian Institute of Technology will not report the breach until the appeals process has been undertaken. ANGAD Australian

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Institute of Technology is required to maintain all relevant responsibilities until the breach has been reported to DIBP via PRISMS.

2.6 Appealing deferrals, suspension or cancellation of enrolment decisions

2.6.1 Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal.

2.6.2 The appeal shall be lodged this with administration department and the appeal shall be entered into the 'complaints and appeals register'.

2.6.3 The CEO shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.

2.6.4 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.

2.6.5 Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, ANGAD Australian Institute of Technology will not update the student's status via PRISMS until the appeals process is completed. ANGAD Australian Institute of Technology is required to maintain all relevant responsibilities until the change in enrolment status has been reported to DIBP via PRISMS.

2.7 External Appeals

2.7.1 If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, the student will be advised of their right to seek assistance from an external third party mediator.

2.7.2 ANGAD, will refer the student to Overseas Students Ombudsman to lodge an external appeal or complain about this decision

2.7.3 The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

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The Overseas Students Ombudsman contact details are:

Overseas Students Ombudsman	
Website	www.oso.gov.au
Email	ombudsman@ombudsman.gov.au
Contact Number	1300 362 072

This service is free of charge to the student.

2.7.4 The decision of this independent mediator is final and any further action the student wishes to take is outside of ANGAD Australian Institute of Technology's policies and procedures. The student shall be referred to the government agencies such as Australian Skills Quality Authority (ASQA), Department of Education, DIBP or the National Training Complaints Hotline (Tel. 1800 000 674). This information can be gained from the Director Compliance & Training.

2.7.5 Where a decision or outcome is in favour of the student, ANGAD Australian Institute of Technology shall implement the required action immediately and advise the student of the outcome.

2.7.6 The student's enrolment shall be maintained until the external appeals process through Overseas Students Ombudsman is finalised.

2.7.7 This complaints and appeals process does not remove the student's right to take action under Australia's protection laws.

2.8 The Overseas Students Ombudsman

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman also:

(a) Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

(b) Publishes reports on problems and broader issues in international education that we identify through investigations. For further information, please visit www.oso.gov.au or call 1300 362 072.

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DEFERRING, SUSPENDING OR CANCELLING AN ENROLMENT

• POLICY

This policy/procedure supports SRTO 2015 Clauses 1.7, 2.4, 6.1,6.2, 8.5, 8.6 and 'Standard 13 – Deferring, suspending or cancelling the student's enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

'Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.'

The following policy and procedures are published in ANGAD Australian Institute of Technology's International Student Information Booklet and on the institute's website to ensure staff and students are aware of the circumstances which allow a student to defer or suspend their studies, and the circumstances under which ANGAD Australian Institute of Technology will suspend or cancel a student's enrolment.

Student initiated deferral or suspension of studies

Students are able to defer or suspend their studies only in certain limited circumstances. These include:

(1) Compassionate or compelling circumstances. For example:

- 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
- Involvement in a traumatic experience which could include involvement in or witnessing 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).

(2) Where the ANGAD Australian Institute of Technology is unable to offer a pre-requisite unit.

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(3) 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 its professional judgment to assess each case on its individual merit.

If at all possible, students are required to apply in writing to defer or suspend their studies, before discontinuing their studies.

ANGAD Australian Institute of Technology will assess the application and advise the student in writing of the outcome within 10 working days. When determining whether compassionate or compelling circumstances exist, ANGAD Australian Institute of Technology will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.

ANGAD Australian Institute of Technology initiated suspension and/or cancellation of enrolment

ANGAD Australian Institute of Technology may suspend or cancel a student's enrolment on the following grounds:

- (1) Misbehavior by the student
- (2) Non-payment of fees by the due date.
- (3) Failure to commence studies within fourteen (14) working days of the commencement of each term.

ANGAD Australian Institute of Technology has the ability to suspend a student's enrolment on the grounds of misbehaviour and severe misbehaviour. Severe misbehaviour is defined but not limited to any actions resulting in a police report, for example actions causing grief or harm to another person or police prosecution. Other misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

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Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the ANGAD Australian Institute of Technology:

Summative Assessments

- a. Students must not help or receive assistance from other students during the completion of a summative assessment
- b. Students must not request the loan of or lend materials or devices to other students
- c. Students must not bring any materials into the assessment room other than those specified for that assessment
- d. Students must not use computer software or other devices during a summative assessment other than those specified.

A student may be excluded from a final assessment in a unit for any of the following reasons:

- Unauthorised absence from class
- failure to meet unit requirements in accordance with ANGAD Australian Institute of Technology's Monitoring Course Progress policy; For example non-submission of assignments or failure to complete other tests in that unit of competency
- General misbehaviour (see below)

Other assessment tasks (cheating or plagiarism)

- Students must not copy or paraphrase any document, audio visual material, computer-based material or artistic piece from another person, 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.

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Intervention strategies

- Not attending an intervention meeting

is a serious academic breach as it adversely affects the student's ability to attain satisfactory course progress.

-Failing to comply with the intervention strategy can lead to cancellation of the student's enrolment

General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals ANGAD Australian Institute of Technology's property or the property of others; alters/defaces ANGAD Australian Institute of Technology documents or records; prejudices the good name of ANGAD Australian Institute of Technology, or otherwise acts in an improper manner.

The following examples indicate the kinds of behavior which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of the ANGAD Australian Institute of Technology;
- c) prejudices the good order and governance of the ANGAD Australian Institute of Technology or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the ANGAD Australian Institute of Technology;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction from ANGAD Australian Institute of Technology personnel;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of the ANGAD Australian Institute of Technology;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of the ANGAD Australian Institute of Technology, or on ANGAD Australian Institute of Technology premises or other premises to which the student has access as a student of the ANGAD Australian Institute of Technology;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to the ANGAD Australian Institute of Technology;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of the ANGAD Australian Institute of Technology or breaches any of ANGAD Australian Institute of Technology rules;

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- l) alters any documents or records;
- m)harasses or intimidates another student, a member of staff, a visitor to the ANGAD Australian Institute of Technology, or any other person while the student is engaged in study or other activity as a college student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of the ANGAD Australian Institute of Technology;
- o) 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 ANGAD Australian Institute of Technology premises while acting as an the ANGAD Australian Institute of Technology student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of the ANGAD Australian Institute of Technology or for which the ANGAD Australian Institute of Technology is responsible;
or
- q) Is guilty of any improper conduct.
- r) fails to reconcile tuition fees (non-payment of fees)
- s) Engages in cheating or plagiarism

ANGAD Australian Institute of Technology will issue the student with a written warning before taking any actions.

ANGAD Australian Institute of Technology will notify the student in writing of its intention to suspend and/or cancel the student’s enrolment. This notification will include advice that deferring, suspending or cancelling a student’s enrolment may affect their student visa.

Students have the right to appeal a decision made by ANGAD Australian Institute of Technology to defer, suspend or cancel their studies and have 20 working days to access ANGAD Australian Institute of Technology’s complaints and appeals process prior to ANGAD Australian Institute of Technology taking action to suspend or cancel the student’s enrolment. If a student accesses ANGAD Australian Institute of Technology’s internal complaints and appeals processes, the proposed suspension and/or cancellation will not take effect until the internal process is complete, unless extenuating circumstances relating to the welfare of the student and other students of the Institute apply.

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▪ PROCEDURE

2.1 Student Initiated Deferral, Suspension or Cancellation of Enrolment

Student initiated deferral

- (1) A student wishing to defer an enrolment must do so prior to the commencement of the course.
- (2) Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administrations Department.
- (3) Applications are assessed by the Admissions Manager.
- (4) A decision will be made within 10 working days.
- (5) Students are advised of the decision in writing.
- (6) If approved, a student course variation is reported in PRISMS.
- (7) All relevant documentation will be kept on the student's file.

Student initiated suspension

1. Students who wish to suspend their studies must first speak to a staff member in the Administration Department to gain an application form and to ensure they understand the reasons that suspension may be granted.
2. The application form must be completed and submitted to the Student Administration Department together with evidence of the compassionate or compelling circumstances in their application (i.e. a medical certificate or police report, etc.).
3. Applications are assessed and approved by the Admissions Manager.
4. Where a suspension of enrolment is granted, ANGAD Australian Institute of Technology will suspend the student's enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.
5. Students will be informed in writing of the outcome of their application for suspension and advised that it may affect their student visa.
6. A student course variation is recorded in PRISMS.
7. All relevant documentation for the suspension will be kept on the student's file.

Student initiated cancellation

- Students wishing to cancel their enrolment should advise ANGAD Australian Institute of Technology as soon as possible and complete wherever possible an 'Application to defer, suspend or cancel enrolment' and submit to the Administration Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider. This is

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required under Standard 7 of the National Code and further information can be gained from the 'Transfer between Providers Policy / Procedure'.

- Upon receipt of an application to cancel, a student course variation is noted in PRISMS without delay.
- All relevant documentation for the cancellation will be kept on the students file.

2.2 Provider Initiated Deferral, Suspension or Cancellation of Enrolment

Provider Deferral

- ANGAD Australian Institute of Technology may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the ANGAD Australian Institute of Technology deems necessary.
- In this unlikely event, the refund provisions for provider default apply.

Provider Suspension

1. Where a student has been identified as having breached ANGAD Australian Institute of Technology's code of conduct, the CEO shall be informed as soon as practicable.

2. All of the facts and evidence associated with the alleged misdemeanour or misbehaviour must be presented to the CEO for due consideration.

3. The CEO is responsible for deciding whether there has been a breach on the basis of the evidence presented and for deciding the ensuing penalty (ie. suspension or cancellation of enrolment). The CEO may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

4. Where a student has been identified with Academic or General misconduct the ANGAD Australian Institute of Technology shall ensure the following:

- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the CEO to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
- Other compelling evidence such as a police report.

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- In regards to all the above mentioned situations, this policy must be read in conjunction with ANGAD Australian Institute of Technology's Academic monitoring policy.

The penalties the CEO can impose are:

- Academic Misconduct could include a warning, deemed NYC in the unit, or suspension of enrolment
- A charge for any costs that the general misconduct may have caused
- Temporary exclusion from the ANGAD Australian Institute of Technology in the form of suspending enrolment for a period of time.

Students must be advised in writing of the decision. The letter should also advise students that before the decision to suspend enrolment is implemented, they have 20 working days to access ANGAD Australian Institute of Technology's Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.

A student course variation must be notified in PRISMS.

All relevant documentation must be retained securely and confidentially on the student's file.

Provider Cancellation

In some cases where the student's misconduct is severe (as defined in the policy above); ANGAD Australian Institute of Technology has the right to cancel the student's enrolment.

Where the CEO has decided the misconduct is severe enough for cancellation the following must occur:

- o The student must be informed in person (where possible), and in writing of the decision of the ANGAD Australian Institute of Technology to cancel the student's enrolment
- o They must be informed of the fact they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the written notification
- o No action will be taken until the internal appeals process has been finalised or if the student has failed to initiate an appeal within 20 working days.
- o Students must also be informed that if ANGAD Australian Institute of Technology notifies DIBP of the cancellation, their student visa may be affected.

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Once the appeals processes is finalised and the decision to cancel is upheld, ANGAD Australian Institute of Technology must inform DIBP through PRISMS of the intention to cancel the student's enrolment.

All copies of relevant documentation must be retained securely on the student's file.

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ACADEMIC MISCONDUCT POLICY & PROCEDURE

1. POLICY

This policy and procedure aims to implement quality assurance strategies for assessment outcomes and is aligned to meet requirements of Clause 2.1-2.2 of Standards for Registered Training Organisations 2015. The policy and procedure ensures that highest possible standards of academic honesty and integrity are maintained at all times by all students. The Institute regards academic misconduct as a serious matter.

2. Responsibilities:

The policy is approved by the Director Compliance and Training and a reference to it is set out in the International Student Information Booklet. The policy is communicated to all the staff members and trainers through a Staff Handbook. The Director Compliance and Training is responsible for implementing and reviewing this policy on an annual basis or as and when required. The Director Compliance & Training is responsible for making sure that students are aware of this policy.

3. Academic Misconduct may include:

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the ANGAD Australian Institute of Technology:

Summative Assessments

- a) Students must not help or receive assistance from other students during the completion of a summative assessment
- b) Students must not request the loan of or lend materials or devices to other students.
- c) Students must not bring any materials into the assessment room other than those specified for that assessment.
- d) Students must not use computer software or other devices during a summative assessment other than those specified.

A student may be excluded from a final assessment in a unit for any of the following reasons:

- unauthorised absence from class

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- failure to meet unit requirements in accordance with ANGAD Australian Institute of Technology’s Monitoring Course Progress policy; For example non-submission of assignments or failure to complete other Tests in that unit of competency

Other assessment tasks (cheating or plagiarism)

- Students must not copy or paraphrase any document, audio visual material, computer-based material or artistic piece from another person, 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.

Intervention strategies

Not attending an intervention meeting is a serious academic breach as it adversely affects the student’s ability to attain satisfactory course progress.

Failing to comply with the intervention strategy can lead to cancellation of the student’s enrolment

4. Students Responsibilities

Students have a responsibility to:

4.1 Observe in all respects the ethical approaches to learning that the Institute fosters;

4.2 Declare all printed, electronic, graphs, works of art, and other kinds of sources in their work submitted for assessment, from which they obtain material or ideas;

4.3 Do this in ways approved by the Institute in which the assignment is set, for example through footnotes, endnotes, textual references or other devices;

4.4 Consult and use the guides and information provided by the Institute to prevent and avoid plagiarism;

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4.5 Take part in the sessions on plagiarism avoidance and learning programs provided by the Institute at the time of induction to enhance their writing and analytical skills, which will contribute to the diminution of plagiarism in their work;

4.6 Submit work for assessment with the appropriate statement of authorship, the consent to copying and transmission for electronic analysis for the detection of plagiarism, and declaration that the plagiarism avoidance advice issued for the unit or course has been read

4.7 Preferably, retain copies of all assignments they submit for assessment;

4.8 Ensure that they do not knowingly or carelessly make their work available to other students in any form; and consult with staff when in doubt about any matter where plagiarism is or may be involved.

ANGAD Australian Institute of Technology values honesty in all work produced by the students. For the purpose of valuing academic integrity, the Institute focuses on the need to learn how to follow the conventions of academic referencing and the Institute provides opportunities to everyone to learn these conventions.

Students are expected to submit their own work for assessment tasks. If students are required to undertake research for their class work or assessments, they must acknowledge source of information. Plagiarism and cheating of any kind will not be tolerated by ANGAD Australian Institute of Technology and such action constitutes academic misbehaviour. It may result in the cancellation of a student's enrolment.

The Director Compliance & Training is responsible for the control and implementation of this policy and procedure.

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PLAGIARISM AND CHEATING POLICY AND PROCEDURE – DEFINITIONS

5.1 Cheating means any dishonest or deceitful conduct in relation to the submission or class-work, assessments, assignments or other course related conduct. (example: copying work from another person or buying course notes is considered cheating)

5.2 Plagiarism means using the ideas or expressions of someone else without acknowledging them and passing them off as one's own.

6. Reporting requirements

6.1 All staff and students must report any suspected instances of plagiarism or cheating by a student to the relevant trainer who in turn will advise the Director Compliance & Training.

6.2 The report must be made in writing and given to the relevant trainer within 7 days of the alleged plagiarism or cheating taking place; and be accompanied by any supporting evidence.

7. Investigation

7.1 Upon receiving a report of suspected plagiarism or cheating, the Director Compliance & Training must investigate the matter promptly and determine whether the allegations are correct.

7.2 This investigation must include an interview with the student and relevant trainer as well as, in the case of allegations of plagiarism, a review of the alleged copied material and student's class work.

7.3 The Student has the right to have a support person present during any interview and to make submissions.

8. Outcome of investigation

8.1 The Director Compliance & Training will advise the student in writing of the outcome of their investigation within 21 days of receiving the report of alleged cheating or plagiarism.

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9. Consequences of plagiarism or cheating

9.1 If the Director Compliance & Training forms the view that a student has or is more than likely to have committed plagiarism or cheating and this is the first instance of plagiarism or cheating committed by a student during their enrolment with ANGAD Australian Institute of Technology, The Director Compliance & Training will:

- a. send a written warning letter to student advising them that their enrolment may be cancelled if they are found in the future to have committed another act of plagiarism or cheating ; and
- b. meet with the student and counsel them not to engage in any further cheating or plagiarism; and
- c. require the student to resubmit the relevant class work or undertake the relevant assessment again or undertake any other remedial action deemed appropriate; or
- d. apply a Not Yet Competent grade to the unit of competency

9.2 If the Director Compliance & Training forms the view that a student has or is more than likely to have committed plagiarism or cheating and this is the second instance of plagiarism or cheating committed by the student during their enrolment with ANGAD Australian Institute of Technology, The Director Compliance & Training will:

- a. recommend that the student's enrolment be cancelled as a result of academic misbehaviour;
- b. send a letter to the student advising them that their enrolment is at risk of being cancelled. The letter will advise the student that they have 20 working days to appeal the outcome of the investigation.

10. Appeal Process:

10.1 The student has a right to appeal against charges of breach of academic misconduct policy by written notice to the Director Compliance and Training with grounds for their appeal within 20 working days of receipt of written notice of cancellation of enrolment.

10.2 The Director Compliance & Training will advise Admissions Manager to cancel student's enrolment if the student fails to lodge an appeal within 20 working days or withdraw their appeal or the outcome of the appeal process results in a decision in support of ANGAD Australian Institute of Technology.

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10.3 The Director Compliance & Training has the discretion not to cancel student's enrolment. This discretion may be applied in a number of different circumstances, including but not limited to where the student can prove that there were compassionate or compelling circumstances which contributed to their dishonest actions. Student should note that a decision not to cancel their enrolment is at discretion only and will not always be exercised even where there are compassionate or compelling circumstances.

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LIVING IN AUSTRALIA

Australia is a land of contrasts - sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants that are unique on the planet. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Victoria - Melbourne

Melbourne is the capital of the State of Victoria and set around the shores of Port Phillip Bay with its beautiful beaches and water sports facilities. The city itself laid out in a large rectangle and boasting a lively and cosmopolitan pulse, sits on the northern banks of the Yarra River, about five kilometres from the bay.

Melbourne is a world-renowned for its cultural influence in its restaurants and cafés, and the home of major cultural events, and is also considered to be the sporting capital of Australia.

Melbourne has edged out Austria's capital Vienna to claim the Global Livability Survey title of the best city in the world to live in for the second year running. Melbournians enjoy clean fresh air and beautiful parks and gardens.

Further information on Melbourne is available from www.visitvictoria.com

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Climate

Melbourne is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD.

In winter, Melbournians enjoy the warmth of cozy cafes and bars. Spring is a time for renewal – a great time to head back into our parks and revel in our beautiful gardens.

ACCOMMODATION WHILE LIVING IN AUSTRALIA

ANGAD Australian Institute of Technology does not offer any accommodation services and students are required to organise their own accommodation arrangements for their stay in Australia. Where a relative or friend is able to provide accommodation that is close to transport and within access to the College, students would be encouraged to take this option. It is recommended that your accommodation arrangements be organised prior to your arrival in Australia.

The Student Support officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia. The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:

Home stay / Private Board

This is a common form of accommodation is where students live with an Australian family. Home stay or private board is where you live with a family, couple or single person/s in their own home.

The most common arrangements for home stay will usually consist of a furnished room, two or three meals per day and bills (except telephone and internet). Some home stay providers may even do your laundry. The cost may be between AUD 220 to AUD 300 per week.

The family is generally chosen by the Home stay Provider and allow students an excellent way of settling into the country. Australian Institute of Technology (ANGAD) has contracted with the Australian Homestay Network (AHN) for both Homestay and

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'Home Share' welcoming and temporary accommodation for new international students. Please refer to website for further information.

Hostels & Guesthouses

Generally these are temporary accommodation arrangements and are available from AUD 75.00 per day to AUD 475.00 per week. Prices will depend on shared facilities, meals provided, shared rooms, etc.

Private Leasing / Rentals

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.

It can however be very expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and then ongoing bills. Generally tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone.

Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs around the University. Rental costs usually increase the closer the property is to the city center and the University.

LIVING COSTS

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating the costs of living in Australia students should budget for accommodation, food, health care, transport, books, clothing and entertainment.

This is only a guide to the living costs in Australia and these expenses will vary depending on the student's lifestyle.

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Accommodation Costs

Accommodation costs will vary from city to city and the following is an estimate of Melbourne accommodation.

Type of Accommodation		No. Of Weeks	Weekly Rent / Board (AUD)	Estimated Total (AUD) Rent or Board and other expenses
Home	Living at Home (Board)	52	20 - 60	\$7200 - 9,600
Sharing Rented House (with 2 others)	Close to City	52	135 -165	18,100 - 24,400
	Within 10 kilometres of City	52	105 -135	16,400 - 22,700
	Regional area	52	60 - 80	13,800 - 19,600
Apartment - One Bedroom	One bedroom not shared	52	235 - 285	23,700 - 31,100
Hostel	One bedroom - shared bathroom/kitchen	52	155 - 190	19,200 - 25,800
Homestay	Living with a local family	40	220 – 300*	14,500 - 16,700

*Usually includes most meals.

Rental property prices vary from suburb to suburb. Check www.realestate.com.au or The Age newspaper for the current cost of renting in Melbourne.

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General Costs

Students must also allow for general expenses such as those indicated below:

Weekly Cost (other than Rent)

Items	Amount
Food Contribution	\$70.00 – \$100.00
Takeaway Lunches & Drinks	\$40.00 – \$50.00
Bills / Utilities (Electricity, Gas etc.)	\$30.00 – \$50.00
Telephone (not Mobile)	\$20.00 – \$25.00
Public Transport fares	\$35.00 – \$47.00
Spending Money	\$55.00 – \$80.00

Annual Cost

General Course Costs (books & equipment)	\$500.00 - \$700.00
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Establishment Costs

Bond (usually 1 month's rent)	4.333 x weekly rent
Telephone / utilities connection	\$150-160
General furniture items	\$500-700

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Please Note:

- The above estimates are in Australian dollars (AUD) and these estimates are subject to change. For further information on living costs in Melbourne please refer to the Live in Victoria website (www.liveinvictoria.vic.gov.au) which has a guide to living costs in Victoria.
- Don't forget these costs do not include expenses relating to mobile phones, car or computer expenses.
- Tuition Fees are not included in these living costs estimates.

It is recommended that students allow a minimum of AUD18, 610 per year to cover their living costs. It is also recommended to allow an extra AUD 2, 000 for costs that you may incur while settling in – such as food, transport, and any personal items you may require.

OVERSEAS STUDENT HEALTH COVER (OSHC)

As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out of hospital and in hospital medical services to help you maintain your health.

The following cost is valid as of April, 2013 and price is subject to change. Further information on the price of OSHC and provider details can be gained by contacting the ANGAD Australian Institute of Technology.

Overseas Student Health Cover	AUD 498.00 (Single) or AUD 1,041.00 (Couple) or AUD 1752.00 (Family)
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SCHOOL AGED DEPENDANTS

If you are to be accompanied by any school aged dependant's 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 fees.

FURTHER INFORMATION

The ESOS Framework

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works:

<https://www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx>

Vocational Education & Training

Please refer to the following website for further information:

www.training.gov.au

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STUDENT DECLARATION

I acknowledge that I have received International Student Information Booklet which outlines my rights and responsibilities as a student. I understand that it is my responsibility to make sure that I thoroughly understand the contents of this booklet.

Given Name _____

Surname _____

Signature _____

Date _____

Please hand this signed form to a staff member in our Administration Office.

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