



Australian International Institute of Technology

RTO No. 45485 | CRICOS No. 03754M

"Empowering individuals for the world of tomorrow"

STUDENT HANDBOOK

Version 4.0



RTO - 45485 | CRICOS - 03754M | ABN - 24 622 575 679



www.aiit.vic.edu.au



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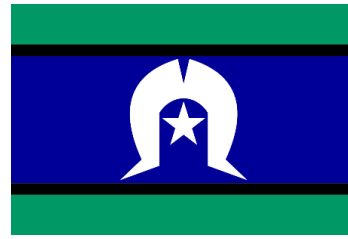
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Corporate Head Office - Level 09, Suite 25, 401 Docklands Drive, Docklands, Melbourne, Victoria, 3008

PART A



Acknowledgement of Country



At “**Australian International Institute of Technology**”, we acknowledge the Indigenous Traditional Owners of Country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

Chief Executive Officer’s Welcome

The Management and Employees of Australian International Institute of Technology would like to extend a very warm welcome to all new students.

The “Student Handbook” has been designed specifically to provide you with important and useful information for your study journey at Australian International Institute of Technology.

We aim to provide a supportive and caring learning environment. Our qualified and accredited academic team and our administrative support team will provide you lots of encouragement, monitor your progress, and provide you with study guidance and ongoing support.

Our aim is your success and we will do everything we can to assist you to achieve it.

The Australian International Institute of Technology team is incredibly talented and has extensive training and industry experience. We are committed to provide our students with training and guidance for each step of their learning journey and to accommodate any special learning needs.

Our courses and training products are nationally recognised and embrace a modern contemporary approach towards training with the aim of educational excellence and industry recognition.

Australian International Institute of Technology’s Corporate Head Office and Student Resource Centre is conveniently located in Melbourne’s Docklands Precinct with close proximity to a range of support, entertainment, and free public transport facilities for students.

All campus’s, including our industry standard Commercial Training Kitchen and Carpentry Workshop, have excellent and modern learning facilities, amenities, and resources to support the learning objectives and overall student experience for all our students.

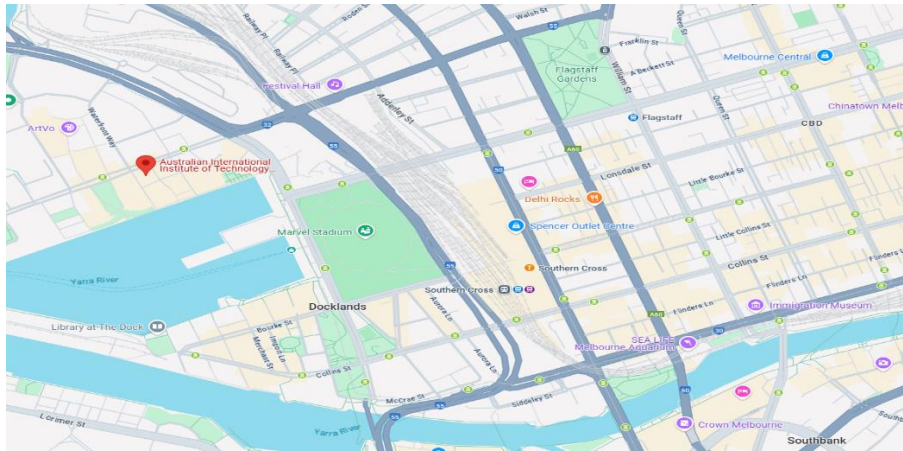
Finally, I extend my personal best wishes to all students and hope that your experience with Australian International Institute of Technology will be highly rewarding.

Mr. Khalid Husain

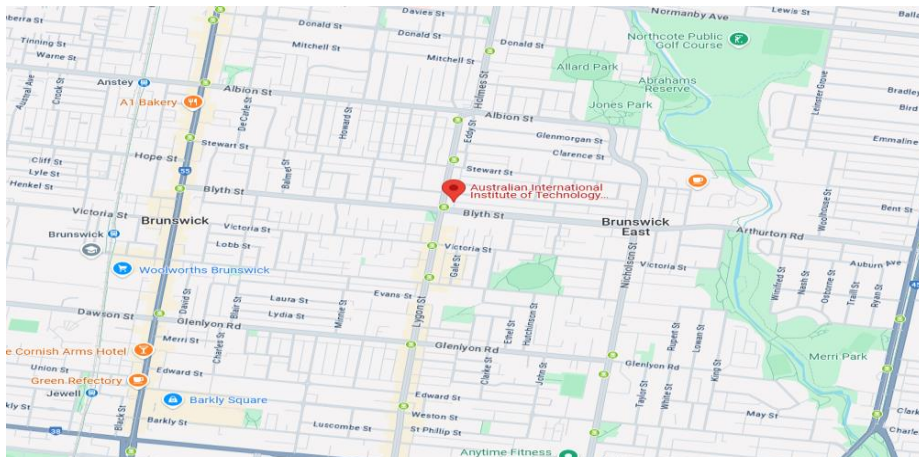
Chief Executive Officer

1. Australian International Institute of Technology (Locations and Contact Details)

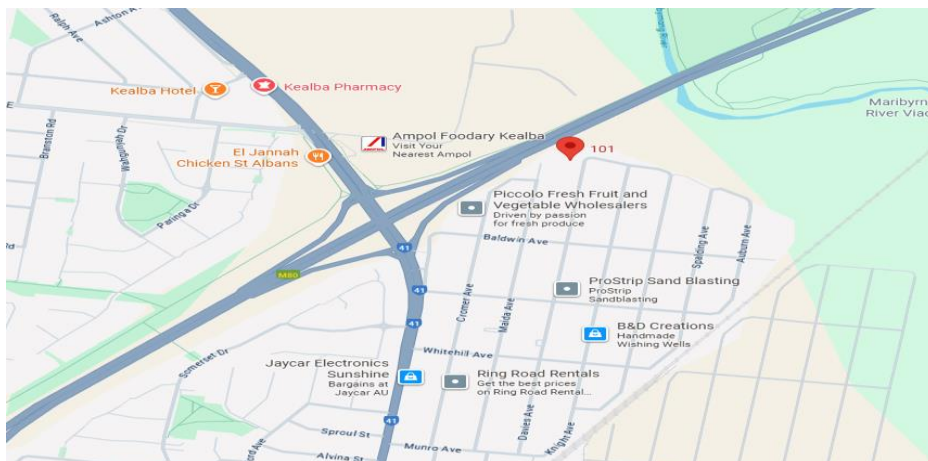
1.1 Corporate Head Office and Student Resource Centre - Level 09, Suite 25, 401 Docklands Drive, Docklands, Melbourne, Victoria, 3008.



1.2 Lygon Campus and Commercial Training Kitchen - 390A Lygon Street, Brunswick East, Melbourne, Victoria, 3057.



1.3 Warehouse and Carpentry Workshop - 101 Davies Road, Sunshine North, Melbourne, Victoria, 3022.



2. Living and Study in Melbourne

The state of Victoria's vibrant capital, Melbourne, is a wonderful city that is often ranked amongst the world's most liveable each year.

Melbourne is an international city with a vibrant arts scene, a multicultural population, cosmopolitan cafes, restaurants, bars and pubs and world-renowned sporting events with many opportunities for social, entertainment and leisure activities.

Of course, Melbourne is also known for its coffee culture, distinctive laneways, street art, live music scene, and for also having the largest tram network in the world.

The official spoken language is English; however more than one hundred (100) languages are spoken by the city's residents.

Melbourne's climate is commonly known for its changeable weather with the city described as having "*four seasons in one day*". The climate does vary up and down Australia's eastern seaboard, with the north experiencing much warmer weather than the south.

As Melbourne is located in the southern hemisphere, we experience opposite seasons to those in Europe, North America, and most of Asia. During the warmer months, October to March, most of the eastern Australian states in Victoria have daylight saving where the clocks are moved forward by one hour to allow for more daylight hours to enjoy the balmy evenings.

For more information about Australia and Melbourne please refer to the following websites:

- <https://www.studyinaustralia.gov.au/>
- <https://www.visitmelbourne.com/>
- <https://www.melbourne.vic.gov.au/Pages/home.aspx>

2.1 Cost of Living in Melbourne, Australia

The cost of living will vary depending on the style of accommodation and the lifestyle you choose. Recreation and entertainment are matters of individual taste; the amount of money spent varies depending on your interests, budget, and location.

In estimating basic incidental expenses, you should consider items such as medical, transport, occasional restaurant meals, recreation, personal items, sightseeing and entertainment.

The Department of Home Affairs (DHA) has financial requirements you must meet in order to receive a student visa for Australia. The expected cost of living is approximately **\$29,710.00 (AUD) (\$2,475/month)** per annum if you are single and this does not include your tuition fees, material fees, accommodation, transport, food, or furniture and additional household goods.

The link below provides some of the costs associated with living and studying in Australia - <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>.

2.2 Clothing

It is advisable to pack and bring personal clothing, particularly if you are going to have limited income. Australia is more expensive to purchase these items than in Asian countries but can be cheaper for students coming from North America and Europe. There are numerous shopping complexes, malls, and local markets to purchase cost effective clothing, personal items, and consumer goods.

Students generally adhere to an informal dress code when studying in Australia. Jeans, tracksuit pants or slacks with t-shirts or blouses, runners or sneakers are almost standard dress. Shorts are often worn during the summer months.

2.3 Grocery Shopping

Grocery shopping in Melbourne can be quite an adventure offering a large range of choice in gourmet food and local produce choices due to our diverse and multicultural society.

Supermarkets including Woolworths, Coles, IGA, Costco and Aldi are readily available in both the city centre as well as most suburban shopping centres.

Markets are also an exciting shopping experience and can be visited most days off the week for fresh produce. Popular Markets include:

- Queen Victoria Market (QVM) - <https://qvm.com.au/>
- South Melbourne Market - <https://southmelbournemarket.com.au/>
- Prahran Market - <https://www.prahranmarket.com.au/>

2.4 Dining and Eating Out

Melbourne is renowned for its international cuisine and abundant eateries and is further considered the Food Capital of Australia.

Australian International Institute of Technology is centrally located on the edge of Melbourne's "*Hoddle Grid*" and "*Central Business District (CBD)*" with some of the world's best casual and fine dining and dynamic sporting and entertainment facilities just doors, laneways or a free tram ride away from the campus!

For information on other culinary options, cuisines, cafes, restaurants, pubs etc., please refer to the following webpages dedicated to reviewing Melbourne's culinary scene:

- <https://www.timeout.com/melbourne/restaurants/the-best-restaurants-in-melbourne>
- <https://www.broadsheet.com.au/melbourne/guides/best-restaurants>
- <https://www.scoopon.com.au/dining>

2.5 Accommodation

Australian International Institute of Technology does not have its own on-campus student accommodation but there are numerous housings and accommodation options available throughout Melbourne's city centre, inner and outer suburbs.

Students can choose to share and/or rent an apartment, flat or house, or stay in student apartment complexes or hostels, or live with an Australian family in a Homestay boarding arrangement if preferred.

The cost of accommodation however can vary significantly and will be determined by location, type of housing, access to amenities, services provided and how many people are to share the accommodation.

The "**Study Melbourne Student Centre**" provides information on living and accommodation:

- <https://www.studymelbourne.vic.gov.au/living-and-accommodation#>

International students may initially book temporary accommodation, so they can make some informed choices about where they would like to permanently reside after they have arrived in Melbourne.

2.5.1 Renting a House, Unit, Apartment, and/or a Flat

If you are considering rental accommodation in either a house, unit or flat, there are a range of other expenses that need to be considered:

- Rental properties usually require one (1) month's rent in advance and one (1) month's rent for bond.
- Cost of furniture and amenities.
- Periodic utility expenses (gas, electricity, water, telephone/mobile, internet services).

It could be a more feasible option to rent a room in an already established house which will not only assist with expenses, but also provides a good opportunity to gain some independence while still being able to have a close support network around you.

Living conditions are usually established at the time of entering a lease contract with the other occupants. Housing and flat costs will vary on size of the accommodation and the number of occupants.

For further information and up-to-date listings of properties in Melbourne refer to:

- <https://www.realestate.com.au/rent/>
- <https://www.domain.com.au/>
- <https://flatmates.com.au/people>
- <https://www.gumtree.com.au/real-estate/>

2.5.2 Places of Worship

There is “**freedom of religion**” in Australia and Melbourne.

Many of the world's religions are represented in Melbourne and have their own places of worship. These can be found listed alphabetically under the denomination via the internet.

The majority of Australians identify as Christian, the three (3) largest denominations being Anglican, Roman Catholic, and the Uniting Church.

Smaller Christian denominations include Lutheran, Jehovah's Witness, Seventh Day Adventist, and Baptist.

Other major religions with a great many adherents in Australia include Judaism, Islam, Buddhism, Hinduism, and Taoism.

2.6 Public Transport (Transport Victoria)



Everything you need to know about tickets and fares for public transport in Melbourne and Victoria.

2.6.1 Trams, Metro Trains and Myki Cards.

A Myki Card is your reusable travel smart card for trains, trams and buses in Melbourne and regional Victorian areas. Top up before your journey and touch on and touch off at a Myki reader as you travel.

You can use your Myki card on Melbourne's trains, trams and buses and select V/Line trains running between metropolitan Melbourne and Eaglehawk/Epsom, Seymour, Traralgon, Waurin Ponds and Wendouree. Myki is also used on buses in regional cities Ballarat, Bendigo, Geelong, Seymour, the Latrobe Valley and Warragul. For more information you can visit the website <https://transport.vic.gov.au/>

Myki prices and fares will depend on where and what mode of transport you are travelling on. Public Transport Victoria defines the metropolitan area as “Melbourne and its suburbs”, and the rest of Victoria as “Regional”. In addition, you can use your smart phone or a credit card to access public transport.

There are many different types of tickets, such as concession and other passes however many of these are not available for visa holders. For more information you can visit the “*Transport Victoria*” website <https://transport.vic.gov.au/>.

2.6.2 Free Tram Zone

The Free Tram Zone in Melbourne's central business district makes it easier for commuters and tourists to move around the city. The principal boundaries of the Free Tram Zone include Spring Street, Flinders Street and La Trobe Street.

Additionally, the tram routes along Victoria Street, William Street and Elizabeth Street that surround Queen Victoria Market are also included as well as the inner Docklands area.

For further information about all public transport in Melbourne, including ticketing, timetables, maps, and concessions, please contact:

Transport Victoria	1800 800 007
Interstate Callers	+61 3 9321 5440 (Public Transport advice in 20 languages)
Website	https://transport.vic.gov.au/

2.6.3 Bus Services

Bus companies are listed on the “**Transport Victoria**” website under “*Bus and coach scheduled services*” and provide the transport link when Trains or Trams are not accessible or servicing.

Timetables for buses can often be provided by the driver on request, or by telephoning the bus company.

2.6.4 Taxis

Melbourne taxis are easy to spot as they all display a “*Taxi*” sign on the roof of the vehicle and were usually yellow in colour.

Drivers “***must display their identity and accredited Taxi Driver License card and number***” on the dashboard of their car.

Taxi services operate 24 hours a day.

Taxi ranks are clearly identifiable by signposts and usually located in busy areas, like the Central Business District (CBD). You can also hail a taxi that is not at a rank providing that the rooftop light is illuminated.

A meter on the dashboard of the taxi shows the fare.

If travelling in a taxi late at night (Midnight - 5:00 am) you will pay an additional surcharge.

Taxis will also charge for a phone booking.

2.6.5 Ride Share including Uber

Uber is a global platform that allows you to order a ride from your smartphone. Uber is a two-way street – both drivers and riders can rate each other and share the benefits of the service.

If you want to use the Uber platform as a rider, you first need to download the app (available for iOS and Android) and create an account.

You are required to provide your debit or credit card information, so you can be charged through the app.

When you want to order an Uber, open the app, and make sure your location is correct, then choose what type of Uber you want.

2.6.7 Common Public Transport Offences

The most common public transport offences to be aware of that you may be issued an infringement fine are:

- Failure to produce a valid ticket
- Failure to produce evidence of concession
- Failure to give name and address
- Prohibited language or behaviour on public transport
- Placing feet on furniture
- Smoking on public transport

2.6.8 Driving in Melbourne and Australia



You may drive for three (3) months, in Australia if you have a valid and current driver's license from another country. Additionally, your driver's license must be in English or officially translated into English.

After the first three (3) months, "**you must obtain**" a Victorian driver's license.

Please refer to the following website to obtain information about how to gain a Victorian driver's license <https://www.vicroads.vic.gov.au/>.

In Australia, driving is on the left side of the road and you must ensure that you obey all driving laws while driving in Australia.

The penalties for disobeying driving laws can be quite severe, especially those which apply to drinking alcohol, taking illicit drugs and driving <https://transport.vic.gov.au/road-and-active-transport/road-rules-and-safety>.

3. Australian Emergency Services



For all Police, Fire or Ambulance services, dial 000 or if calling from a mobile phone, dial 112.

- Victorian Emergency (Download the Free App): <https://www.emergency.vic.gov.au/>
- AIIT has a 24-hour emergency contact service. All students will be provided a 24-hour contact number when they enrol. AIIT staff are always on hand while students are at the campus to deal with a range of problems and difficulties.



Telephone: **+61 3 9649 7691**
24 Hour Emergency Contact:
+61 3 9649 7691
E-mail: info@aiit.vic.edu.au

4. Legislation and Law

It is your responsibility to abide by and have a basic understanding, awareness, and knowledge of Commonwealth (Australian), State (Victorian) and Local (City of Melbourne and Moreland City Council) laws.

Key information is available for reference at:

- <https://www.legislation.gov.au/>
- <https://www.parliament.vic.gov.au/legislation>
- <https://www.justice.vic.gov.au/>

Although many habits may be socially acceptable in your own countries, visitors to Australia need to be aware that some of these behaviors are considered inappropriate and perhaps illegal in Australia.

5. Remedial Legal Services

This section provides information about two (2) key accessible legal services available in Melbourne.

5.1 Legal Aid



Victoria Legal Aid is an organisation that provides information, legal advice, and education with a focus on the prevention and early resolution of legal problems.

They prioritise intensive legal services, such as legal advice and representation, to those who need it the most

Trading Hours	Monday to Friday, 8:45 am to 5:15 pm
Location	570 Bourke Street, Melbourne
Contact	+ 61 3 9269 0120
Website	http://www.legalaid.vic.gov.au/

5.2 Law Institute Victoria (LIV)



Trading Hours	Monday to Friday, 9:00 am to 5:00 pm
Location	Level 13/140 William Street, Melbourne
Contact	+ 61 3 9607 9311
Website	http://www.liv.asn.au/

5.3 Commonwealth Ombudsman



The Office of the Commonwealth Ombudsman safeguards the community in its dealings with the Australian Government. The Commonwealth Ombudsman also have oversight of some private sector organisations.

If an Australian Government agency has treated you unfairly or unreasonably, they can help you find a solution.

The “**Commonwealth Ombudsman service is free**”, and independent who make sure the actions of agencies are fair and responsible by:

- Handling complaints
- Conducting investigations
- Performing audits and inspections
- Encouraging good administration

To make a complaint, please use the online form provided from the website or If you are unable to complete the online form, you can call **1300 362 07**.

Contact	1300 362 07
Website	https://www.ombudsman.gov.au/

6. Embassies, Consulates and/or Missions in Australia

Many countries have an embassy or consulate located in Australia. Foreign embassies are located in Canberra, Australia's capital city. Your country's embassy is their diplomatic office in Australia.

Contact your country's consulate if you want to:

- Renew or replace your passport or other official documents
- Report to your country any births, deaths, marriages, divorces, and adoptions that happened in Australia.

Your consulate may also be able to help if you:

- Are in distress or emergency situations where the Australian authorities cannot help
- Are arrested, seriously injured or a victim of crime
- Need information about social security in your country
- Have questions about national service obligations in your country
- Need to contact your family in an emergency
- Need travel advice for travel to your country.

Useful links that provide information of the location of embassies, consulates and missions in both Australia and Melbourne is as follows

- <https://protocol.dfat.gov.au/Public/ConsulatesInAustralia>
- <https://protocol.dfat.gov.au/Public/MissionsInAustralia>

7. Student Wellbeing and Support Services (in Alphabetical Order of Service Sequence)

Provided below is a comprehensive list of key emergency wellbeing and support services that are available for your reference and support should the need ever arise.

For a comprehensive summary for Medical and Health support related matters refer to the “*Department of Health and Human Services (DHHS) Victoria*” as follows - <https://www2.health.vic.gov.au/>.

1800myoptions 1800RESPECT	1300 737 732
13Yarn	13 92 76
Alcohol and Drug Information Service (ADIS)	1800 250 015
Department of Health (Victoria)	1300 650 172
Department of Home Affairs (DHA)	13 18 81
Department Families, Fairness and Housing	1300 151 883
Beyond Blue	1300 22 4636
Consumer Affairs Victoria (CAV)	13 14 50
Emergency Services (Police and Ambulance and Fire Brigade)	000 or 112
Energy Safe Victoria (Electricity Emergencies)	(03) 9203 9700
Fair Work Australia	1300 799 675
Gas Emergency	132 0771
Human Rights & Equal Opportunity Commission	(02) 9284 9600

Privacy Hotline (Victoria)	1800 000 478
International Directory Assistance (IDA)	1225
Kids Help Line	1800 551 800
Legal Aid Australia	1300 651 188
Lifeline Australia (24 Hours)	13 11 14
Men's Line Australia	1300 789 978
Police Assistance Line (Victoria)	13 14 44
Quit Line	13 78 48
Suicide Helpline Victoria	1300 651 251
Salvation Army Counselling Services	1300 627 727
State Emergency Service (Victoria)	132 500
Telephone Directory Service	1800 670 722
Telephone Interpreting Services (Victoria)	(03) 9280 1955
Translating and Interpreting Service (TIS)	13 14 50
Victorian Equal Opportunity and Human Rights Commission	1300 292 153
The Victorian Poisons Information Centre	13 11 26
Victorian Sexual Assault Crisis Line	1800 806 292

8. Study Melbourne Student Centre



Study Melbourne is a Victorian Government initiative providing support and information to this community of international students, helping them have the best possible time while studying and living in Melbourne and Victoria.

Study Melbourne offer a year-round program of free events and confidential support services provided by the **Study Melbourne Student Centre**; the first center of its kind in Australia. Student Study Centre Melbourne's contact details and location are as follows:

Trading Hours	Monday to Friday, 9:00 am to 5:00 pm
Location	17 Hardware Lane, Melbourne
Contact	1800 056 449
Website	https://www.studymelbourne.vic.gov.au/
Facebook	https://www.facebook.com/StudyMelbourneVIC/

9. Beach Safety



The beach is one of Australia's most recognizable and enjoyable features and Melbourne has many wonderful and accessible beaches.

Here is how you can enjoy a day at the beach safely and help prevent accidents, injury or even death. To make sure you are safe when swimming at the beach:

- Find the red and yellow flags and swim between them.
- Look at, understand, and obey the safety signs.
- Ask a lifeguard or lifesaver for advice before you enter the water.
- Get a friend to swim with you.
- Stick your hand up, stay calm, and call for help if you get into trouble.
- You should also conserve your energy by floating on your back and staying calm if you are in trouble. This will ensure you have the energy to remain afloat until assistance arrives.

Beach Safety Flags and Signs to be aware of are as follows:

BEACH SAFETY FLAGS



There are also a number of signs that lifesavers and/or lifeguards may use to communicate with beachgoers and warn them of any potential hazards. These may include: dangerous surf, closed beaches, and marine stingers.

BEACH SIGNS

Warning signs (diamond shape, yellow and black) are used to warn you about a hazard(s) at the beach.



For more information, visit Life Saving Victoria (LSV) or Royal Life Saving Australia as follows:

- <https://lsv.com.au/>
- <https://www.royallifesaving.com.au/>

10. Overseas Student Health Cover (OSHC)

International students and their families are required to “***maintain adequate medical coverage***” and pay for health insurance in Australia through the *Overseas Student Health Cover (OSHC)* scheme prior to being issued with a visa.

This aligns to “***Visa Condition 8501 (Maintain Adequate Medical Insurance)***”.

Not only is it your responsibility to ensure that your “*Overseas Student Health Cover (OSHC)*” remains valid throughout your stay in Australia, but recent changes to legislation require all international students on a student visa to purchase OSHC for the duration of their visa at the time of enrolment.

Students from Sweden, Norway, Belgium and other Territories may have special arrangements under their own national schemes.

To find out if special arrangements apply please visit the Department of Home Affairs (DHA) website, <https://immi.homeaffairs.gov.au/>.

Australian International Institute of Technology recommends three (3) providers for your health insurance requirements and can facilitate your initial payments and renewal fees for you with your consent.

Recommended and suggested OSHC's include:

- Allianz - <https://www.oshcallianzassistance.com.au/#anCalculate>
- Bupa - <https://www.bupa.com.au/health-insurance/cover/oshcquote>
- Medibank - <https://www.medibank.com.au/overseas-health-insurance/oshc/>

Costs for OSHC are determined by how long you are going to be in Australia and most health funds will have comparative premiums.

Single cover for a year is around “**\$500.00 (AUD)**”. If you are travelling with a family, you need to apply for family cover. You can research OSHC via the world wide web in Australia to get estimates.

OSHC covers most medical expenses and the cost of hospital care while in Australia, including emergency ambulance and some prescription drugs.

It will not cover dental and optometry and other ancillary services, but you are able to take out additional cover which will include these. Finally, your cover also does not include any pre-existing illnesses or conditions.

11. Australian Consumer Law (ACL)

The “*Australian Competition and Consumer Commission (ACCC)*” promotes competition and fair trade to benefit consumers, businesses, and the community and regulates national infrastructure services.

They ensure that individuals and businesses comply with Australian competition, fair trading, and consumer protection laws. For more information, please refer to <https://www.accc.gov.au/>.

“*Australian Consumer Law (ACL)*” provides an overview of the legislation and amendments, plus guides and fact sheets to explain the Australian Consumer Law in simple language.

The law applies nationally, and to all Australian businesses and can be referenced as follows <https://consumerlaw.gov.au/>.

12. International Student Employment Rights and Obligations

12.1 Visa Holder Employment Obligations

Overseas students are permitted to work up to “**forty-eight (48) hours per fortnight**” during the term (**24 hours per week**). Students are expected to know their visa conditions, including their work rights in **Visa Condition 8105 (Work Limitation)**. Work rights may be impacted by the course level and the visa held when applying for a student visa.

Students cannot work before their course starts. Some students may be able to work before their course starts, if they held a visa that permitted them to work when they applied for their student visa. Your right to work before your course starts depends on your individual circumstances. To see the work conditions for your visa, check <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/overview>.

An example of how a student visas holder’s “**forty-eight (48) hours per fortnight**” working limit is calculated below:

- Week 1 - 18 hours’ work.
- Week 2 - 30 hours’ work.
- Week 3 - 22 hours’ work.
- Week 4 - 22 hours’ work.

As an international student, it is especially important that you understand your rights and obligations while on a student visa.

If there are any workplace issues, the “**Fair Work Ombudsman**” can assist. Refer to the information here <https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues> or the “**Fair Work Australia Fact Sheet for International Students**” provided in your orientation pack.

12.2 Minimum Rights and Conditions at Work - Know Your Rights

Like many international students, you may get a part time or casual job to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace. All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions.

The “**Fair Work Ombudsman**” makes sure that these rights are protected and enforced fairly under Australia’s workplace laws. In the student orientation pack, you will be issued, there is a fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the Fair Work Ombudsman. For more information, contact the “**Fair Work Infoline**” on “**13 13 94**” or visit <https://www.fairwork.gov.au/>.

All employees in the national workplace relations system receive ten (10) basic minimum entitlements. These minimum requirements are known as the “**National Employment Standards (NES)**” and are as follows:

- Maximum weekly hours of work
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer’s leave, and compassionate leave and family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Provision of a Fair Work Information Statement



Australian Government

Are your work rights at risk?

Australia is a great place to study and work. But, sometimes you might notice something at work that feels wrong. It may be a sign that your work rights are at risk.



As an international student, you have rights in the workplace. These rights deserve to be protected. Here are some warning signs to be aware of.



You get paid in food and housing

- It is illegal for employers to offer food or housing in place of money. Free food is fine but only if it is on top of your actual pay.
- Do not accept other forms of payment. Tell your employer you need to be paid the actual money that was agreed.



You get money taken out of your pay

- Sometimes you may accidentally break something at work, customers may leave without paying, or the cash registers are short. Employers can't take money out of your pay to cover this.
- Do not let employers take money for breakages or theft. Employers are only allowed to take money out of your pay if you agree to it, if the agreement is written down and you benefit from it.



You are asked to apply for an ABN

- An ABN is an Australian business number. You usually only need one if you are running a business.
- Not everyone needs an ABN. For most jobs, you only need a TFN - a Tax File Number.
- An employer shouldn't ask you to get an ABN as a condition of employment.



You are asked to give back some of your pay

- If an employer pays you the correct, legal amount and then asks you to give some of your pay back in cash, this is a 'cashback scheme'. This is not allowed.
- Do not give back money in a cashback scheme. If you have paid back money like this, it is considered a deduction and you are entitled to get the money back.



You do not get your payslips

- This means you have no record of the hours you work and how much you get paid.
- Make sure you always receive a payslip (hard copy or electronic) within one working day of getting paid.

If you see any of these warning signs, contact the Fair Work Ombudsman for help.

Funded by the Australian Government
Department of Education.

For information visit fairwork.gov.au/internationalstudents, or ato.gov.au. You can also contact the student support services at your education provider, or a community legal centre.

PART B



1. Australian International Institute of Technology (About Us)



Australian International Institute of Technology Pty Ltd ATF AIIT Unit Trust trading as Australian International Institute of Technology is a CRICOS Registered Training Organisation based in Melbourne, Australia.

Australian International Institute of Technology is accredited by Department of Education and the National Regulator; the Australian Skills Quality Authority (ASQA).

Australian International Institute of Technology provides nationally recognised training, qualifications, and accredited courses in the following disciplines:

- General English (Beginner to Advanced Level)
- Building and Construction
- Carpentry
- Commercial Cookery and Catering.
- Hospitality Management.
- Leadership and Management.
- Strategic Leadership.
- Micro-Credentials, Skill Sets, and Short Courses.

2. ESOS Framework and VISA Conditions

2.1 Education Services for Overseas (ESOS) Act 2000 and the National Code 2018

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study.

Australia's laws promote quality education and consumer protection for overseas students, refer to <https://www.accc.gov.au/>.

These laws are known as the “*ESOS Framework*” and they include the *Education Services for Overseas (ESOS) Act 2000*” and the “*National Code 2018*” - <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Australian International Institute of Technology encourages all student to please read the following document, also issued in your Orientation Pack, ‘*International education: ensuring quality and protecting students*’ <https://www.education.gov.au/download/3053/international-students-factsheet/30186/document/pdf>

Under the ESOS Legislative framework an overseas student has responsibilities to:

- Satisfy student visa conditions.
- Maintain Overseas Student Health Cover (OSHC) for the period of stay.
- Meet the terms of the written agreement with Australian International Institute of Technology.

- Inform Australian International Institute of Technology and “*Department of Home Affairs (DHA)*” if the address change (“**within seven days**”).
- Maintain satisfactory course progress.

Your rights:

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for.

The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS Framework fact sheet is also always available for reading and copy at the Australian International Institute of Technology City Campus reception or via the Learning Management System (Moodle) Student Support portal, <https://aiit-vic-lms.moodlecloud.com/>.

2.2 Visa Condition 8533 (Inform Provider of Address)

Under “**VISA Condition 8533 (Inform Provider of Address)**” the visa holder must, in the case of a holder who was outside Australia when the visa was granted, notify the education provider of the holder's residential address in Australia within “**seven (7) days**” after arriving in Australia, and in “**ALL**” cases:

- Notify the education provider, Australian International Institute of Technology, of any change in the holder's residential address in Australia within “**seven (7) days**” after the change occurs
- Notify his or her current education provider of a change of education provider within “**seven (7) days**” after the holder receives.
- Change of address or contact details are to be sent to admin@aiit.edu.au.
- A certificate of enrolment (CoE) from the new education provider.
- If no certificate of enrolment is required to be sent, or if a failure of electronic transmission has prevented an education provider from sending a certificate of enrolment - evidence that the applicant has been enrolled by the new education provider.

Failure to do so may mean that you may not receive important information which may affect your course, your enrolment, and/or your visa.

Students must notify Australian International Institute of Technology of their current contact details every “**six (6) months**”.

For more information about VISA Conditions refer to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

2.3 Visa Condition 8202 (Meet Course Requirements)

Under “**VISA Condition 8202 (Meet Course Requirements)**” the holder:

- Must remain enrolled in a registered course.
- Maintain enrolment in a registered course that is the same “*Australian Qualifications Framework (AQF)*” level or higher for which we granted your student visa.

- Maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Gap between Courses

- Generally, course gaps should not be more **“two (2) months”** (08 Weeks).
- A course gap can be more than **“two (2) months”** if:
 - it is the end of the academic year study break
 - you are affected by education provider default
 - you have completed your course and you are applying for a new Visa

For more information about Visa Conditions refer to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

3. Student Support, Wellbeing Services and Administration - Policies and Procedures

3.1 Critical Incidents

Australian International Institute of Technology Students have access to the Student Services Manager to gain advice and guidance on emergency, personal issues, and/or social issues.

Where the issues are identified of serious nature which are affecting student study and stay in Australia such as but not limited to:

- Depression, mental stress, general wellbeing, personal issues requiring professional help
- Any traumatic event occurred or currently affecting the student

Any cases or incidents will be referred to an external professional counselling service identified above in the *“Student Support Services Policy and Procedure”* at <https://www.aiit.edu.au/policies.php>.

All such incidents are to be recorded according to the *“Critical Incident Policy and Procedure”* as outlined on the corporate website; <https://www.aiit.edu.au/policies.php>.

3.2 Occupational Health, Safety and Security (OHS)

Your safety, security and wellbeing are a priority and will never be compromised.

While Australian International Institute of Technology will ensure that its premises meet the Australian and Victorian Occupational Health and Safety regulations, students must take all practicable steps to ensure their own safety and wellbeing while attending Australian International Institute of Technology facilities.

Accidents, incidents, or hazards occurring within Australian International Institute of Technology premises must be reported immediately to Reception or your nominated Trainer and Assessor as per the requirements of the *“Critical Incident Policy and Procedure”* at <https://www.aiit.edu.au/policies.php>.

Australian International Institute of Technology will proactively take steps to ensure the safety and security of its students. These steps include the provision to students of detailed advice about safety precautions and the implementation of a security plan for all Australian International Institute of Technology students.

“No Smoking, Vaping, or e-Cigarettes” are allowed in any area of Australian International Institute of Technology or the surrounding areas. We encourage you to not smoke or vape, but if you wish to, you must leave the premises as smoking and vaping is illegal in enclosed public places, workplaces, outdoor areas at underage events, and covered areas of public transport stops or stations.

A First Aid Officer is on site at each Australian International Institute of Technology training facility and there is First Aid Kits are located at the Student Resource Centre reception, the Carpentry Workshop, and at the Lygon Campus and Training Kitchen.

We all are responsible persons responsible for:

- Always conducting yourself in a safe and healthy manner;
- Ensuring the prevention of injury and disease to yourself, fellow students and Australian International Institute of Technology employees;
- Identifying and reporting to your trainer any possible hazards from equipment, facilities, and the environment;
- Refraining from drinking, smoking, vaping, and/or eating in classrooms;
- You must be aware and know where the fire exits are in emergency;
- The Emergency Exits are clearly displayed in each classroom and training kitchen and will be highlighted during each Campus Tour during the Orientation and Induction process.

Any such matters relating to “*Occupational Health, Safety and Security Policy and Procedure*” are outlined on the corporate website <https://www.aiit.edu.au/policies.php>.

3.3 Equity and Diversity

Australian International Institute of Technology provides equal access to training and delivery services for all students.

If a student with a disability meets the course entry requirements, Australian International Institute of Technology will make reasonable adjustments necessary for that person to perform and undertake the course.

This involves thorough consideration of how an adjustment might be made discussions with the student consultation with government agencies or organisations that represent or provide services to people with a disability

Our trainers and assessors will implement learning support strategies to assist you in achieving the required competencies. However, students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Refer to the “*Equity and Diversity*”, “*Sexual Harassment*”, and “*Student Support and Welfare Services Policy and Procedures*” at <https://www.aiit.edu.au/policies.php>.

3.4 Training Facilities

Australian International Institute of Technology has comfortable, modern campuses, with well fitted classrooms including digital and IT equipment such as broadband Wi-Fi, and computer labs.

Australian International Institute of Technology further has “**a fully operational Commercial Training Kitchen**” and a “**Carpentry Workshop**” both fitted out to industry standards and benchmarked to legislative requirements located in the inner Melbourne suburb of Brunswick East.

Finally, Work Placements are provided and conducted for enrolled cookery students in Industry Approved Venues to Industry Specifications during Stage 4 of “**SIT30821 Certificate III Commercial Cookery**” (48 Complete Food Service Periods).

3.5 Student Resource Centre

Students can work on assessments, prepare for assessments, and converse in English to enhance their language skills using Australian International Institute of Technology's available student support resources.

Available at the Student Resource Centre is a small library with a selection of textbooks, professional and trade journals, magazines, periodicals, newspapers, fiction and non-fiction books and a small computer lab with a fast NBN broadband Wi-Fi service, student printing and photocopying facilities.

Australian International Institute of Technology subscribes to several journals, providing you with access to a range of Hospitality, Commercial Cookery, Carpentry, Building and Construction, Leadership and Business Management information and further is a Corporate Member of the “**City Libraries Melbourne**” service.

4. Student Support, Wellbeing Services, and Administration (Where to Go for Help)

4.1 General Support

A range of support services are available to all students.

- As a first point of contact, students are encouraged to contact the “**Student Services Manager**”.
- Matters that require further follow up can be directed to relevant professionals externally.
- Any referrals are conducted at no cost to the student, but fees and charges may be charged by the external provider.
- Support is available for students with a disability or with special needs. Please do not hesitate to request to see the Student Services Manager if you need any assistance or support.

4.2 Learning Support

Students can seek gain advice and support in ensuring they maintain appropriate academic levels, and general support to ensure they achieve satisfactory results in their studies.

The Student Services Manager will be able to provide advice and guidance, or referral, without appointment, between 9:00am and 5:00pm Monday to Friday at Level 09, Room 25, 401 Docklands Drive, Docklands, Melbourne, Victoria, 3008

4.3 Academic Support

The Student Services Manager and all Trainers and Assessors are available to conduct consultation with students, without appointment, between 09:00 am and 05:00 pm Monday to Friday at Level 09, Room 25, 401 Docklands Drive, Docklands, Melbourne, Victoria, 3008.

4.4 English Support - Language, Literacy, and Numeracy (LL&N)

If you are having trouble with your studies because of language (either written or spoken), literacy, or numeracy comprehension, we can assist.

Academic and/or English support can be organized by making a booking via Students Services at Reception or via contacting admin@aiit.edu.au.

An appointment will be made for you with a qualified Trainer and Assessor who will aim to support and identify any appropriate support or guidance required.

At all times discretion and confidentiality will be exercised, we will respect your Privacy.

4.5 Wellbeing, Personal, and/or Social Issues

Students have access to the “**Student Counsellor (External)**” to gain advice and guidance on wellbeing, personal issues and/or social issues.

Where the issues are identified of a serious nature which are affecting student study and stay in Australia such as but not limited to:

- Depression, wellbeing, mental Stress, personal issues requiring professional help
- Any traumatic event occurred or currently affecting the student

Any case will be referred to an external professional counselling service identified during student consultation or during Intervention Strategy Meetings.

Any cases or incidents will be referred to an external professional counselling service identified in the “*Student Support Services Policy and Procedure*” at <https://www.aiit.vic.edu.au/pol-pro>.

4.6 Academic Pathways

There are many Academic Pathway and future study options available for further study after you complete your courses at Australian International Institute of Technology.

The Student Services Manager will be able to provide advice and guidance, or referral, without appointment, between 09:00 am and 05:00 pm Monday to Fridays at Level 09, Room 25, 401 Docklands Drive, Docklands, Melbourne, Victoria, 3008.

4.7 Complaints and Appeals

Australian International Institute of Technology has a Complaints and Appeal system. If you are dissatisfied with the academic or administrative aspects of our services or general grievances such as misbehaviour, discrimination, sexual harassment and bullying, please complete a “**Complaints and Appeals Form**” and send to admin@aiit.edu.au. Please access the “*Complaints and Appeal Policy and Procedure*” at <https://www.aiit.edu.au/policies.php>.

4.8 Deferrals, Suspensions, Withdrawals, and/or Cancellations

You may request to defer the commencement of your studies or suspend your studies on compassionate or compelling circumstances.

Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to Australian International Institute of Technology, with supporting evidence.

Australian International Institute of Technology may initiate the suspension or cancellation of a student's enrolment in response to your misbehaviour.

Deferral, suspension, withdrawal, or cancellation of enrolment will be reported to Department of Home Affairs (DHA) may affect the status of your student visa.

You are entitled, at no additional cost, to a formal Statement of Attainment (SoA) upon withdrawal, cancellation, or transfer, prior to completing a qualification, provided you have paid in full for the tuition related to the Completed Units of Competency that are shown on a Statement of Attainment (SoA).

Once you have enrolled, fees will not be subject to change for the normal duration of the course. If an enrolment is altered in any way as a direct result of a requested submitted by you to Australian International

Institute of Technology, then any outstanding fees or increases will be required to be paid for the altered component of the course. For more information about “*Deferrals, Suspensions, Withdrawals, and Cancellation Policy and Procedure*” refer to <https://www.aiit.vic.edu.au/pol-pro>.

4.9 Leave from Studies

Australian International Institute of Technology may approve a student initiated leave from studies for a maximum period of “**two (2) weeks**” within a term study period with conditions.

A Leave from Studies request form must be submitted to the Academic Manager for approval and students must provide a valid reason for the leave from studies.

Australian International Institute of Technology may ask for documentary or third-party evidence to verify the leave request including:

- Certified Medical Document from a registered medical organization
- Travel Itinerary
- Statutory Declaration
- Victorian Police Report

For more information about Leave from Studies refer to the “*Deferrals, Suspensions, Withdrawals and Cancellation Policy and Procedure*” at <https://www.aiit.edu.au/policies.php>

4.10 Overseas Student Transfers (Transfers Between Registered Training Providers)

The Australian International Institute of Technology policy for transfer of students between registered providers is in accordance with the “*Standard 7 of the National Code 2018 of the ESOS Act*”.

Standard 7 of the National Code restricts the movement of students to an alternative provider during the first six (6) months of the student’s enrolment in their principle course of study.

Students must, except under exceptional circumstances, complete **six (6) months** of their enrolment program of study before changing providers. If a request for a release letter is refused, the student will be advised of the reasons for the refusal and informed of his or her right of appeal in writing and submit to ceo@aiit.edu.au.

A student who wishes to request a transfer to another provider should first make an appointment to discuss the matter with the Academic Manager. Students can make appointments with the Academic Manager by enquiring at the reception desk or making a booking via admin@aiit.edu.au.

Students who have completed fewer than “**six (6) months**” of their principal course with Australian International Institute of Technology may transfer to another provider only if they are provided with a release letter by Australian International Institute of Technology.

A student may request a release letter by completing an application for a release letter (available from the reception desk) and submitting it to the Student Services Manager.

The application for a release letter must be accompanied by a valid enrolment letter of offer from another registered provider and a statement of purpose.

The outcome of any application for a release letter will be available to the student within “**ten (10) working days**”.

For a detailed summary of the “*Overseas Student Transfer Policy and Procedure*” please refer to <https://www.aiit.edu.au/policies.php>

5. Tuition Fees and Charges

5.1 Course Tuition Fees

Please refer to your individual “*Student Written Agreement*” for a comprehensive summary of Australian International Institute of Technology’s Course Tuition and Material Fees charges table.

5.2 Additional Fees and Charges

Please refer to your individual “*Student Written Agreement*” for a comprehensive summary of Australian International Institute of Technology’s additional fees and charges table.

5.3 Making Tuition Fees and Charges Payments



Students are required to make their payment by bank cheque, credit card (please note that credit card payments will incur a 2% surcharge), AfterPay (please note payments will incur n 8% surcharge), EFTPOS, electronic funds transfer (EFT), Google Pay, Apple Pay, Live Pay or directly to Australian International Institute of Technology’s Finance Department at Level 13, Suite 17, 401 Docklands Drive, Docklands, Melbourne, Victoria, 3008

Note all tuition fees and charges must be “***made directly***” to Australian International Institute of Technology only. This is a “***free***” of charge service.

5.4 Electronic Funds Transfer (EFT) Details (Direct Deposit)

Bank Name	Westpac
Account Name	Australian International Institute of Technology
Bank Address	Watergardens, Victoria, Australia, 3038
BSB	033092
Account Number	469391
Swift Code	WPACAU25 (<i>for international transfers only</i>)

For New and Prospective Students - Please enter your Full Name and Date of Birth as per your Passport as the transaction reference.

For Existing the Student Alumni - Please enter your Full Name and current Australian International Institute of Technology Student ID number as the transaction reference. e.g. *AIIT2009 - Student Name*.

6. Refund Policy (An Extract Only)

6.1 An Extract - for the full Refund policy and procedure refer to <https://www.aiit.edu.au/policies.php>.

Provider Default: when Australian International Institute of Technology is in breach of the contract with a student where Australian International Institute of Technology is required to deliver educational services as detailed in the contract for a fee paid in advance by the student.

The “*ESOS Legislation Amendment (TPS) Act (2012) - Division 2, Subsection A, 46A*” defines provider default as follows:

- A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:
- Either of the following occurs:
 - The provider fails to start to provide the course to the student at the location on the agreed starting day
 - The course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
- The student has not withdrawn before the default day
- The course is not provided in full to the student because a sanction has been imposed on Australian International Institute of Technology or for any other reason.

Student Default: The ESOS Legislation Amendment (TPS) Act (2012) - Division 2, Subsection B, 47A - defines student default as follows: An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- The student withdraws from the course at the location (either before or after the agreed starting day); or
- The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course
 - The student breached a condition of his or her student visa
 - Misbehaviour by the student

“What documents will assist the “Tuition Protection Service (TPS)” in determining a refund of pre-paid tuition fees?”

To assist Tuition Protection Service (TPS) in calculating the refund of tuition fees for the part of the course for which the student has paid but which has not been delivered or assessed in the event of Australian International Institute of Technology closing, Australian International Institute of Technology will advise students that they should keep the following documents and make them available when required:

- The student Agreement with
 - Original receipts for tuition fees pre-paid to Australian International Institute of Technology
 - Bank statements; and

- Other relevant correspondence which identifies the amount of prepaid fees paid (e.g. an email or SMS between Australian International Institute of Technology and the student).

For more information, please refer to <https://tps.gov.au/Home> for more information.

“What should a student do if Australian International Institute of Technology has not refunded the unused portion of their prepaid tuition fees where the student has withdrawn from their course?”

In the first instance the student will be required to check their Student Written Agreement to ensure that they are eligible for a refund. If they do not have a copy, they will be required to contact Australian International Institute of Technology or their agent and ask for a copy.

After reading their Agreement, if they still believe that they are entitled to a refund, they should contact Australian International Institute of Technology in writing seeking a refund and submit the request to refunds@aiit.edu.au.

If a student is not satisfied with the outcome of the Australian International Institute of Technology's refund decision, they can contact TPS. In this case they will be required to provide the TPS with documents (such as the outcome letter of Australian International Institute of Technology's refund decision) to support their claim for a refund.

6.2 Fee Refund Conditions

Refund Conditions	Refund Applicable
1. If an intending overseas student is not granted a student visa from Australian High Commission/ Australian Embassy/Department of Home Affairs for any reason, (Documentary evidence of the visa refusal is required)	A refund of tuition fees received by Australian International Institute of Technology will be issued to the student based on the following calculations as per Section 9 of the “<i>Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>”: The refund will be all course fees paid in advance by the student for each course minus an administration and processing charge of the lesser of: 5% of the amount of course fees received by Australian International Institute of Technology before the default day, or AUD \$500.00. (*Course fees = tuition fees + non-tuition fees received by Australian International Institute of Technology in respect of the student)
2. If Australian International Institute of Technology receives a written notice of withdrawal 28 days or more before the first term census date.	The refund will be 50% of only the tuition fee paid in advance by the student for each course. Application fee and material fee are non-refundable
3. If Australian International Institute of Technology receives a written notice of withdrawal less than 28 days before the first term census date.	There will be no refund of any course fees paid in advance for each course.

4. If written notice is within 14 days of signing the Student Written Agreement (cooling off period).	The refund will be 75% of the course fee paid in advance by the student for each course. Application fee is non-refundable.
5. If a student's visa is cancelled due to their breach of international student visa conditions or Australian International Institute of Technology Policies and Procedures or Student Misbehaviour after the commencement of the course.	Maintaining the conditions of the visa and following Australian International Institute of Technology's policies and procedures is the student's responsibility. There will be no refund of any fees paid in advance for each course.
6. Prior to enrolment any Recognition of Prior Learning (RPL) will be discussed and granted after the student provides sufficient evidence. If an international student wishes to proceed with RPL following the initial discussion they will be required to make a cost recovery payment to Australian International Institute of Technology irrespective of whether RPL is granted or not granted.	Where Recognition of Prior Learning (RPL) is granted this will require a shortening of the duration of a specific course and as a result a pro-rata fee will be worked out for the specific course and offered to the student. Once the student accepts the offer, there will be no further reduction of the fee and all refund conditions apply to each course.
7. If a student's visa expires whilst studying a course and they are not able to complete this course because their application for an extension of visa is not granted by the Department of Home Affairs	A refund of the tuition fees received by Australian International Institute of Technology will be issued to the student based on the following calculations as per Section 9 of the <i>Education Services for Overseas Students (Calculation of Refund) Specification 2014</i>. The refund will be all unused course fees paid in advance by the student for each course minus an administration and processing charge of the lesser of: 5% of the amount of course fees received by Australian International Institute of Technology before the default day, or AUD \$500.00. (*Course fees = tuition fees + non-tuition fees received by Australian International Institute of Technology in respect of the student)
8. If a student is not able to complete course because their application for a change of visa type whilst studying a course is approved by the Department of Home Affairs	No refund is applicable.
9. If a student is granted a deferment of studies for the first course.	Australian International Institute of Technology will hold all fees paid in advance in trust for the period of the deferment. The refund will be calculated based on the deferred first term census date.

10. If a student is granted a temporary suspension of studies after the student has commenced the course.	Australian International Institute of Technology will hold all fees paid in advance in trust for the period of the suspension/deferment. If the student withdraws or does not commence on the agreed date without the approval of Australian International Institute of Technology, the student is deemed to be at default and their enrolment will be cancelled. There will be no refund of any fees paid in advance for each course.
11. In case of Provider default; under the following circumstances: • The course does not begin on the agreed commencement date; or, • The course ceases to be provided at any time after it commences but before it is completed; or, • The course is not provided in full to the student because a sanction has been imposed on Australian International Institute of Technology or any other reason	Full refund of unused tuition fees paid in advance. A refund of 'unused tuition fees' received by Australian International Institute of Technology will be <i>issued to the student based on the calculations as per Section 10 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.</i>
12. Extenuating or Compelling circumstances Students may have compelling circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.	This decision of assessing the extenuating or compelling circumstances is the ultimate decision of the Chief Executive Officer (CEO) and shall be assessed on a case-by-case situation.

6.3 Process for Claiming Refunds

Refund applications must be made in writing on the Refund or Transfer of Fees Request Form and submitted to refunds@aiit.edu.au.

1. Any pre-payments that students make to Australian International Institute of Technology for Educational services that Australian International Institute of Technology will provide to them may be offset against any debts that they owe to Australian International Institute of Technology for the provision of educational services. In addition, where Australian International Institute of Technology has offset any pre-payments against debts that a student owes to Australian International Institute of Technology these amounts will not be included in the refund calculations if they apply for a refund of these moneys.

2. Where Australian International Institute of Technology has not offset prepayments of unused tuition fees against debts at time of enrolment, it will do so at the time of calculating any requests for refunds
3. Australian International Institute of Technology's Administration Department will forward the completed form and attached evidence to Australian International Institute of Technology's Finance Department, who will complete the remainder of the *Refund or Transfer of Fees Request Form*.
4. Once completed by Australian International Institute of Technology's Finance Department, the form will be forwarded to the Chief Executive Officer (CEO). **"All refund payments must be approved by Australian International Institute of Technology's Chief Executive Officer (CEO)".**
5. The funds covering the tuition fees must be cleared (cheques cleared, electronic funds transfer, or AfterPay payment received) before any refunds are processed.
6. The student will be notified via post of the outcome of the refund application within **"twenty (20) working days"** from the application date.
7. The refund will be processed within **"twenty (20) working days"** and a record of the refund will be kept on the student's individual file.
8. This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's Consumer Protection laws.
9. The student will not be entitled to any refunds for administration fees they have paid for changes to their course enrolments.
10. The student will not be refunded for any fee's charges administered by financial institutions arising from international money transfers or transfers which involve different currencies.
11. All Refunds will be paid to the person who enters into the written agreement with Australian International Institute of Technology (the student) unless they provide written direction to Australian International Institute of Technology to pay the refund to another entity.

For more information about the *"Refund Policy and Procedure"* please refer to <https://www.aiit.edu.au/policies.php>.

Information regarding the requirements of *"Australian Consumer Law (ACL)"* can be referenced as follows <https://consumerlaw.gov.au/australian-consumer-law/legislation>.

7. General Information

7.1 Unique Student Identifier (USI)

The “*Unique Student Identifier (USI)*” is a reference number that creates an online record of your training and qualifications attained in Australia.

If you are a new or continuing student undertaking nationally recognized training, you will need a USI in order to receive your testamur qualification or statement of attainment.

If you do not have a USI, please apply for a USI via <https://www.usi.gov.au/>, upon completion please provide your new USI to “*Student Support, Wellbeing Services and Administration*” via email, admin@aiit.edu.au.

7.2 Orientation, Onboarding and Induction

Before course commencement, all Australian International Institute of Technology students are required to attend a compulsory orientation, onboarding and induction, during which some particularly useful information and transition advice is provided.

Furthermore you can access, with your personal login, the latest digital orientation and induction material on the Learning Management System (Moodle) at <https://aiit-vic-lms.moodlecloud.com/>.

7.3 Privacy

7.3.1 Privacy Policy

Privacy is important.

The “*National Privacy Principles (NPP) of the Commonwealth Privacy Act (1988)*” underpin all aspects of Australian International Institute of Technology dealings with personal and confidential information.

To review the “*Privacy Act 1988*” refer to <https://www.legislation.gov.au/C2004A03712/2019-08-13/text>.

7.3.2 Accessing Your Personal Records

Australian International Institute of Technology believe it is important that you have easy, quick, and thorough access to your student records.

Australian International Institute of Technology are required to keep personal information about you so that we can locate and/or contact you as a duty of care and provide you with information, support and guidance as required.

Australian International Institute of Technology will maintain academic information about you so that we can monitor your course progress and provide you with additional help should any student require “*Student Support Services policy and procedure*”, <https://www.aiit.edu.au/policies.php>, outlines the rules and guidelines that apply to the collection, use, storage and disclosure of and access to your personal information.

7.4 Language, Literacy and Numeracy (LL&N)

Students, before commencing studies at Australian International Institute of Technology, are required to

undertake a “**Pre-Training Review (PTR)**”, and “**Language, Literacy, and Numeracy (LL&N) diagnostic assessment**” to ensure that they have the required language, literacy, and numeracy skills to effectively study their chosen qualification.

If you feel that you require further or additional support, please consult your trainer. For more information, please access the “*Language, Literacy, and Numeracy Policy and Procedure*” at <https://www.aiit.edu.au/policies.php>.

7.5 Recognition of Prior Learning (RPL)

Participants who have obtained competencies other than via qualification or attainment from other RTO's are given the opportunity, before commencing to obtain exemptions and credits for those units of competency.

Students who are seeking recognition of prior learning will be provided with the assessment tools for each unit. They will complete the assessment tasks and/or provide evidence that relates to the assessment tasks. Observations will be conducted in the student's workplace and/or within Australian International Institute of Technology to assess practical skills and/or generic skills such as communication skills.

The application is to be assessed by the qualified Trainer and Assessor and a decision made as to whether Recognition of Prior Learning (RPL) can be granted. Refer to the “*Recognition of Prior Learning (RPL) Policy and Procedure*” at <https://www.aiit.edu.au/policies.php>.

7.6 Credit Transfer (CT) Exemptions

Students may apply for recognition of existing qualifications or skills, knowledge, and experience.

Australian International Institute of Technology accepts and provides credit to students for units of competency and/or skill sets (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF Certification documentation issued by any other RTO or AQF authorised issuing organisation
- Authenticated VET transcripts issued by the Registrar.
- Verified USI Transcript

If existing skills and competencies do not fully meet the requirements in this unit of competency, some further gap training and assessment may be required. If you are holding an equivalent unit, then you will be entitled to the credit transfer.

Approved student credit exemptions may modify the duration of the students' course; all students will be advised of the expected duration that specifically applies to them.

For more information, please refer to the “*Credit Transfer Policy and Procedure*” at <https://www.aiit.edu.au/policies.php>.

7.7 Student Code of Conduct

Australian International Institute of Technology promotes a safe and respectful learning environment. Please access and read “*Student Code of Conduct*” at <https://www.aiit.edu.au/policies.php>.

There are further consequences for academic and non-academic misconduct also. Please note the “*Assessment Policy and Procedure*” at <https://www.aiit.edu.au/policies.php>.

7.8 Monitoring Course Progress and Students at Risk

Students are required to “**meet satisfactory course progress**” requirements as per the conditions of the “*Monitoring Course Progress policy and procedure*”:

- All international student is required to attend “**twenty (20) contact hours per week**”.
- A compulsory study period is defined as one Australian International Institute of Technology term (**11 weeks**).
- All students will have their course progress monitored at the end of each study period.
- Arrangements will be put in place to assist those students who are identified as not making satisfactory course progress.
- Students who do not meet the requirements for satisfactory course progress will be issued a formal warning letter and be required to attend an intervention strategy meeting.
- Should an enrolled student over “**two (2) consecutive compulsory study periods**” be identified of not meeting this requirement will be considered in breach of “**Visa Condition 8202 (Meet Course Requirements)**” and will be reported to the Department of Education, and the Department of Home Affairs (DHA).

7.9 Work-Integrated Learning, Work Placements and Community-Based Learning

Commercial Cookery and Catering qualifications include compulsory assessments tasks and work placement training sessions (Complete Food Service Periods) which must be completed in the workplace.

Please refer to our “**Work-Integrated Learning, Work Placements and Community-Based Learning policy and procedure**”, <https://www.aiit.edu.au/policies.php>, which states the guiding principles for the management of work placements that are offered as part of the training, including how an industry simulated environment is created, how (when engaged) an Industry host organisation is arranged, assuring the host organisation is compliant with workplace laws and requirements, and assuring all students and associated organisation involved in work placement comply with the professional ethics and the code of conduct.

7.10 Assessment Preparation

For each unit of competency, you are enrolled in you will be issued a Student Guide and Assessment Workbook to guide through the learning and assessment process.

Throughout the training and assessment schedule always consult your assessor for clarification if you have any questions or require additional support or guidance.

When you have read and understood a unit of competency and its assessment task requirements, please print out the Student Assessment Agreement.

At all times Australian International Institute of Technology encourage students to keep a copy of all of your Assessment work, as the Assessment Tasks and any supporting documentation submitted to your assessor may not be returned to you.

7.11 Assessment Task Cover Sheets and Student Declarations

When completing and submitting an Assessment all Assessment Task Cover Sheets must be filled out, signed, and submitted together with your completed assessment responses and supporting evidence. When you are submitting a hardcopy, the Cover Sheet should be the first page of each task's submission.

Completed Assessment Tasks and Assessment Task Cover Sheets are to be returned to you with the outcome of the assessment, which will be Satisfactory (S) or Not Satisfactory (NS). If at any time your Assessment and class work has been assessed as being not satisfactory, your assessor will include written or digital feedback in the Assessment Task Cover Sheet giving reasons why.

7.12 Submitting and Uploading Assessment Tasks

If you are required to submit completed Assessment Tasks digitally, e.g., via the Learning Management System (Moodle) or via email (admin@aiit.edu.au), it is important that you name the documents that you create for this Assessment Task in a logical and consistent manner.

Each digital document must be in Word format and include the following information:

- Unit of Competency Code Identification Code
- Assessment Task Number
- Student ID Number
- Student Name (Name as per Passport, no nicknames)
- Date the Assessment was created

For example, “*SITXWHS005 Task 1 AIIT2009 Student Name DD.MM. YYYY*”

7.13 Academic Integrity - Plagiarism, Collusion, Cheating, and Referencing

Australian International Institute of Technology requires that all students complete all assessments and provide assessment evidence ethically and without Academic Misconduct notably plagiarism, collusion, cheating and/or the responsible use of artificial intelligence (AI).

The Academic Manager and Trainer and Assessors will ensure that academic integrity is maintained in all learning and assessment activities by providing information to students to ensure they understand what constitutes plagiarism, collusion, and cheating and what will be the outcome if they undertake such practice.

Australian International Institute of Technology has the following definitions for plagiarism, collusion, and cheating:

- **Plagiarism** is the submission of somebody else's work as if it were the student's own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If students are including other peoples' work in submissions e.g. passages from books or websites, then reference, using the “**APA Referencing Style**”, should be made to the source.
- **Collusion** involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.
- **Cheating** is the use of any means to gain an unfair advantage during the assessment process. Cheating may include copying a friend's answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Where it is found that plagiarism, collusion, and cheating has occurred, this will result in the student's assessment submission being invalidated and student's will be investigated for academic misconduct.

Students are expected to conduct their studies honestly, ethically and in harmony with the accepted academic standards established by “*Plagiarism, Collusion and Cheating Policy and Procedure*” and “*Artificial Intelligence (AI) in Assessment Practices*”, refer to <https://www.aiit.edu.au/policies.ph>.

7.14 Late Assessment Submissions

Assessment Tasks will not be accepted after “**two (2) calendar weeks**” from due date (including weekends). No assessment tasks will be accepted after the end of term. After the end of term, the student will be deemed to have not completed the unit of competency.

Students who have compelling reasons for late submission should apply for Special Consideration and/or Reassessment. Under “*Special Consideration*”, late assessment submissions can be granted by the Academic Manager only for a maximum of “**one (1) calendar week**”. Refer to the “*Assessment Policy and Procedure*” at <https://www.aiit.edu.au/policies.ph>.

7.15 Assessment Outcomes

Each assessment task will be given an outcome of either “**Satisfactory (S)**”, “**Not Satisfactory (NS)**” or “**Did Not Submit (DNS)**”. Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of “**Competent (C)**” for each unit of competency. If one or more of the tasks are assessed as Not Satisfactory, they will be given an outcome for the unit of “**Not Yet Competent (NYC)**”.

All students can have a total of “**three (3) attempts**” to complete each task and achieve a “**Satisfactory**” outcome. These additional attempts constitute the “**Reassessment**” process.

The student will be advised of the timeframe for resubmission (usually within one month) and advised what they must include in their re-submission (usually the whole task again).

If, after the third attempt, the student is still assessed as Not Satisfactory for an Assessment Task, they will need to re-enrol in the unit of competency. For more information refer to the “*Assessment Policy and Procedure*” at <https://www.aiit.edu.au/policies.ph>.

7.16 Assessment Appeals

Students can make an appeal against any assessment decision by following the Complaints and Appeals Policy outlined in the Student Handbook.

Appeals will be dealt with following the Complaints and Appeals Procedure. Refer to the “*Complaints and Appeals Policy and Procedure*” at <https://www.aiit.edu.au/policies.ph>.

7.17 Reasonable Adjustment

Australian International Institute of Technology will follow its Assessment Policy and Procedure, refer to <https://www.aiit.edu.au/policies.ph>, for students who require a reasonable adjustment made to their assessment tasks or assessment outcomes for units of competency within this qualification to cater for their specific needs. Students are encouraged and must raise this issue with their trainer at the beginning of the delivery for any Unit of Competency throughout their study journey.

7.18 AQF Certification Documentation

Australian International Institute of Technology will issue “**Australian Qualifications Framework (AQF) Certification Documentation**”, <https://www.aqf.edu.au/>, only to a student whom it has assessed as meeting the requirements of the Training product as specified in the relevant training package as listed in the National Register, <https://training.gov.au/>.

AQF Certification Documentation will be issued within “**thirty (30) calendar days**” of course completion, provided all agreed tuition fees have been finalised and paid in full to Australian International Institute of Technology.

OUR CORPORATE PARTNERS





Australian International Institute of Technology

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