



# DOMESTIC STUDENT HANDBOOK

Version 2019



**ALPHA TRAINING COLLEGE**

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## Message From The CEO

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*Thank you for choosing Alpha International College Australia (AICA) to deliver your next learning experience. We trust your time with us will be enjoyable and rewarding and lead to a successful outcome.*

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Welcome to Alpha International College Australia (AICA) and congratulations on your new journey with us. We pride ourselves in not only in fostering academic excellence but also in making our students educational experience satisfying such that student will remember their time at AICA for the rest of their lives.

On behalf of our staff and faculties, I warmly welcome you to AICA.

This Student handbook has been developed to provide you with important information in order to make an informed decision about your future study plans. It contains information about courses we offer, fees and costs, admission procedures at AICA and other vital information. It also provides different processes and procedures that will help you understand more about your rights and responsibilities as a prospective or current student at AICA.

AICA provides a supportive and caring learning environment. Our qualified academic staff and our administrative support staff will give you lots of encouragement, monitor your progress, and provide you with study support. Our aim is your success and we will do everything we can to help you to achieve it. We are committed to ensure that your time at AICA is worthwhile, memorable and productive.

I look forward to welcoming you at AICA.

*Mulki Samater Uresh Khatri*  
**Chief Executive Officer**



# Calendar

AICA is closed during all public holidays and for a period of about 3 weeks starting before Xmas until mid-January. Course enrollment days are available on the website [www.alphatrainingcollege.com.au](http://www.alphatrainingcollege.com.au) for all upcoming courses.

## Victorian Public Holidays 2019-2020

Holiday	2019
<b>New Year's Day</b>	Tuesday 1 <sup>st</sup> January
<b>Australia Day</b>	Monday 28 <sup>th</sup> January
<b>Labour Day</b>	Monday 11 <sup>th</sup> March
<b>Good Friday</b>	Friday 19 <sup>th</sup> April
<b>Saturday before Easter Sunday</b>	Saturday 20 <sup>th</sup> April
<b>Easter Sunday</b>	Sunday 21 <sup>st</sup> April
<b>Easter Monday</b>	Monday 22 <sup>nd</sup> April
<b>ANZAC Day</b>	Thursday 25 <sup>th</sup> April
<b>Queen's Birthday</b>	Monday 10 <sup>th</sup> June
<b>Friday Before The AFL Grand final</b>	TBD
<b>Melbourne Cup (all of Victoria unless alternate local holiday has been arranged by non-metro council)</b>	Tuesday 5 <sup>th</sup> November
<b>Christmas Day</b>	Wednesday 25 <sup>th</sup> December
<b>Boxing Day</b>	Thursday 26 <sup>th</sup> December

**Note:** All public holiday dates are accurate at the time of publishing, but may be subject to change.



# Why Study at AICA?

## *Better Career Outcomes*

AICA's government accredited and internationally recognized courses will help you achieve your career goals. Graduates of AICA will be equipped with skills and qualifications which will help them to work in various roles in the industry.

Note: AICA does not claim any job guarantees or employment with its programs.

## *Experienced Staff*

AICA employs experienced, industry-aware teaching staffs who are committed to promoting a culture of learning, achievement and ambition. Teaching staff at AICA also works actively in the fields they teach, they are aware of changes in market forces across all industries and are quick to reflect such development in their classes.

## *VET Qualification*

Vocational Educational and Training is a distinctive style of learning. It teaches practical, trade relevant skills that are highly prized by employers. Class sizes are kept to a minimum to ensure close attention from lecturers. Assessment is based on achieving competency levels. It adheres to Standards Registered Training Organisation (RTOs) 2015.

AICA provides quality training and assessment across all its operations.

AICA adheres to principles of access antiquity to maximise outcomes for clients.

Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which AICA operates.

## *Student Service Focus*

Staff at AICA understands the many challenges that students face when studying away from their home country. Every effort is made to assist students to make the transition to their new surroundings and helps them to feel like home. We will regularly consult with students to gather feedback on their experience at AICA and continually develop and improve our services accordingly. The result is a supportive and safe environment that enables students to perform at their best.





# Registration

Alpha International College Australia (AICA) *is a registered Training Organisation (RTO) under the national regulator for Australia's vocational education and training sector, ASQA (The Australian skills Quality Authority). ASQA regulates courses and training providers to ensure nationally approved quality standards are met.*

## Our Objectives

The objectives of Alpha International College Australia are:

- **People**- We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety Equality**- We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & Ethics**- We conduct ourselves in accordance with shared and agreed standards of behaviour, which holds ethical conduct and integrity as our highest priorities.
- **Quality Committed**- We aspire to deliver consistent, high quality services and apply.
- **Quality Systems**- which support training and assessment excellence.
- **Student Focused**- We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry Engagement**- We recognize the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services that are founded on industry need and expectations.



## Code of Practice

Alpha International College Australia Pty Ltd (“AICA”) has policies and management practices that maintain high professional standards in the delivery of education, training and assessment services, and which safeguard the interests and welfare of clients. Client details are maintained with the strictest confidentiality.

AICA has the capacity to deliver and assess the qualifications for which they have been registered, provide appropriate facilities, and use methods and materials appropriate to the learning and assessment needs of clients.

Clients are provided with information, regarding financial and contractual arrangements prior to enrolment that is ethical, accurate and consistent with AICA’s scope of registration.

AICA keeps complete and accurate records including student attendance and progress.

AICA has a standard refund policy that is fair and equitable and is available to clients prior to enrolment. AICA have appropriate measures in place to ensure clients are not disadvantaged in the unlikely event that we are not able to fulfil our obligations.

AICA is committed to the principles of access and equity in the delivery of services. The obligations we place on our staff and students are designed to protect their health, safety and welfare, and ensure as far as possible that learning experiences are positive and free of discrimination or harassment. Our policies and procedures ensure that clients are treated fairly and receive all reasonable assistance to successfully complete courses once accepted for enrolment.

AICA ensures that clients have access to a fair, equitable and efficient process for expeditiously dealing with complaints and provide an avenue for students to appeal against decisions that affect their progress.

AICA regularly engages with industry to evaluate and validate our training and assessment strategies and the services provided. Our staff engage with industry partners to ensure they maintain their own knowledge and skills, and that training methodologies reflect industry practice. Staff are not only suitably qualified but are also sensitive to the cultural and learning needs of clients. Professional development is provided for staff as required. Our trainers and assessors hold the required skills and knowledge to the standards required by industry.

AICA has established quality systems with mechanisms in place to continually improve services including processes to collect analyse and act on feedback from clients on their satisfaction with the services received.



AICA complies and will continue to comply with all relevant legislative and regulatory requirements as Registered Training Organisations. AICA is committed to using technology to best maintain and inform our clients.

AICA recognises that clients may have acquired current skills and knowledge through formal, non-formal and informal learning that are relevant to course outcomes and are committed to providing assistance to gain recognition of these skills and knowledge through Recognition of Prior Learning (RPL) processes.

AICA are committed to providing learning and assessment services that maximises outcomes for its clients in meeting their learning needs.

**Mulki Samater**

CEO, Executive Director



## About Alpha International College Australia

Alpha International College Australia is an Australian private registered training organization based in Melbourne, Victoria. Its purpose is to provide accredited vocational training courses to Australian and international students.

AICA has structured its programs based upon hands on practical experience using technology and simulated environment where students will develop Childcare and management skills in realistic environment conditions.

AICA community of teachers and support staff offers a learning environment that pays close attention to each individual student needs and promotes equal opportunity education to all students.

The college is located in a convenient place in Melbourne and close to Southern cross Train Station and Flinders street station in a quiet and peaceful environment. AICA training location is accessible to all students by using public transport and in close distance from Train Station. It is within Central Business District (CBD), city libraries, shops and restaurants.

If there are any queries about our college and courses, please feel free to contact us via phone, email or visit our college. The contact details are listed below.

**Address:** Level-8,500 Collins Street, Melbourne, VIC-3000

**Phone:** +61)3 8390 1019

**Email:** [alphatrainingcollege@gmail.com](mailto:alphatrainingcollege@gmail.com)

**Website:** <https://www.alphatrainingcollege.edu.au/>



## Scope of Registration

AICA is a Registered Training Organisation (RTOID: 4515 ) – all qualifications awarded are nationally recognised and are in line with the Australian Qualifications Framework (AQF).

The courses on our scope registration include:

### Qualification

- BSB42015 Certificate IV in Leadership and Management
- CHC30113 Certificate III in in Early Childhood Education and Care
- CHC50113 Diploma in in Early Childhood Education and Care
- BSB51915 Diploma of Leadership and Management
- BSB50215 Diploma of Business



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The information in this Handbook provides key information you may need regarding participation in your chosen course(s).

# Introduction

## Using this Handbook

This handbook is to be issued to all students who are interested in enrolling with Alpha International College Australia Pty Ltd (“Alpha International College Australia”).

## History

Alpha International College Australia takes pride in the quality of courses and services it delivers. Alpha International College Australia works within the Standards for Registered Training Organizations (RTOs) 2015.

The Standards for Registered Training Organizations govern the way RTO’s run their businesses, enroll, train and assess students.

- [www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015.html](http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015.html)

## Legislative Compliance

Alpha International College Australia must comply with the following legislation within the operations of our college:

- Australian Human Rights Commission Act 1986  
<https://www.legislation.gov.au/Details/C2019C00030>
- Disability Standards for Education 2005  
<https://www.legislation.gov.au/Details/F2005L00767>
- Disability Discrimination Act 1992  
<https://www.legislation.gov.au/Details/C2018C00125>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975  
<https://www.legislation.gov.au/Details/C2016C00089>
- Sex Discrimination Act 1984  
<https://www.legislation.gov.au/Details/C2018C00499>
- Privacy Act And National Privacy Principles (2001)



## VET Quality Framework

As a potential student, you are about to become involved in the process that provides you with nationally recognised training. At the completion of the course you will receive either a testamur or statement of attainment recognizing that you have completed the requirements of a qualification or one or more units of competency from nationally recognised training packages or accredited courses. Both of these will result in the issuance of certificates recognising your achievements.

The VET Quality Framework consists of a national set of standards which provide the basis for assuring nationally consistent, high-quality training and assessment services for our clients in Australia's vocational education and training (VET) sector.

The Australian Skills Quality Authority (ASQA) is the body responsible for registration and compliance arrangements. ASQA audits AICA to ensure compliance with the VET Quality Framework.

These standards and the auditing process are intended to provide students, employers and government with full confidence in the quality of vocational education and training outcomes delivered by Australian registered training organisations (RTOs).

The Standards for Registered Training Organisations (RTOs) 2015 replaces the former AQTF standards for RTOs that deliver Australia wide or have an international student intake.

# AICA Facilities & Resources

## Training Location

AICA has its training facility located, at Level-8,500 Collins Street, Melbourne, VIC-3000, Australia. We are located at the convenient location near Melbourne city and in the CBD. The college location is accessible from all kinds of public transportation.

## How to reach us:

### By Public Transport

By Train: Southern Cross Station, Flinders Street station,

By Tram: From Southern Cross Station-catch Tram 11, 48  
From Flinders Street Station: Tram no 11, 12, 48, 109

### By Uber:

Uber services are available round the clock.

### By Taxi:

TAXI services are available round the clock.

### By Car:

If you are driving, you can use public parking or pay parking available in nearest place.

## Modern Campus Facility

- Fully equipped classrooms
- Chairs with desks
- Quiet Study area (Small resource center-equivalent to library)
- Climate control Air Conditioning
- High speed internet
- Access to many cafés and restaurants near campus





### **Lunchroom**

AICA campus has dedicated a small lunch area with access to kitchen facilities where students can relax and meet with others during break. There is a large hall room where students can go during their lunchtime and have their lunch.

### **Classrooms**

Training rooms are modern, fitted with Wi-Fi, board, mirrors to transfer trainer's notes directly to their notebooks, laptop, or mobile device, air-conditioned facilities that are well equipped including Projectors, Conferencing facilities and internet connection and computer. AICA aims to provide inclusive learning environment for its learners.

### **Class times and reception hours**

AICA campus is open for classes from 9.00 am-5:00 pm five days i.e. Monday-Friday. Reception will be open from 9.00 am-5.00 pm from Monday to Friday. There will be at least one student support officer during class hours. Classes will operate in one shift of 7 hours each.

Students will not be scheduled more than 8 hours class in a day.

### **Fully equipped IT labs**

AICA has fully equipped computer lab with access to printing and photocopying facilities.

### **AICA online learning**

AICA will provide reading materials to students and books for studies.

## **Student Administration and Support Services**

Student Administration and Student Support Services are available for all students. Reception is your first point of contact for any queries.



## Our Courses

We deliver the following courses to Learners:

CHC30113 - Certificate III in Early Childhood Education and Care

CHC50113 - Diploma of Early Childhood Education and Care

BSB42015 - Certificate IV in Leadership and Management

BSB51918 - Diploma of Leadership and management

BSB50215 - Diploma of Business

## Important Information on Work Based Training for Childcare Courses.

### *CHC30113 Certificate III in Early Childhood Education and Care*

Work Based Training:

The students are required to undertake 120 hours of work based training in a regulated education and care service to complete the requirements of this qualification. AICA will arrange work placement for students at an approved childcare centre and location suitable for students. Students are required to complete and maintain a logbook throughout the placement.

### *CHC50113 Diploma of Early Childhood Education and Care*

Work Based Training:

The students are required to undertake 240 hours of work based training in a regulated education and care service to complete the requirements of this qualification. AICA will arrange work placement for students at an approved childcare centre and location suitable for students. Students are required to complete and maintain a logbook throughout the placement.

## Enrolment Information

This Students handbook has been developed in order to provide prospective students with important information which will allow them to make an informed decision about their future study plans. It contains information about the courses we offer, the location where these courses will be delivered, the modes of delivery, fees and costs, admission procedures at AICA, training arrangements and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at AICA.

Students must read this handbook carefully in full before making an application. Students are encouraged to contact AICA and talk to one of our friendly, informed staff members if they are unsure about any information included in this handbook or have any questions. Applicants wishing to accept the offer, the student must complete the written agreement, pay the fee requested in the letter of offer and send it to the College. College will not accept the course fees without written agreement. Applicants will also be notified if they do not meet the entry requirement

## Pre-Training Information

### Entry Requirements

There are no specific entry requirements for the majority of courses offered by AICA other than students must have reached the age of 18 years.

Refer to our website for more information on course details under courses section.

### Enrolment and Induction

On securing a place at AICA you will receive a confirmation email with:

- Course details (e.g. SIS50612 Diploma of Sport Development)
- Course Commencement Date
- Address, including Floor Level and Room Number.
- Copy of the Student Handbook, and
- The following details:
  - o Identity documentation including proof of age

AICA will provide learning materials and access to computers for the duration of the course.



Students are advised to bring with them:

- o USB
- o Notepad
- o Previous qualifications/certificates if applying for credit transfer

Dress code is smart casual

If you have any questions please feel free to call us on (0383901019)

### Pre-Training Review

Prior to the commencement of training AICA identifies student learning needs and the needs of the diverse range of individual requirements. This may include a LLN test or quiz as a formative assessment, interviews, questionnaires, computer proficiency test or any other assessment of existing skills and knowledge that AICA Training views as having a possible impact on the delivery of training and assessment to the student. All Pre-Training reviews will be benchmarked against the AQF Level of the proposed unit of competency by reference to its linkage to an AQF Qualification.

Where a reasonable adjustment is considered to have a critical impact on the delivery and assessment of the course, the Trainer will make the required adjustments.

As part of the Pre-Training Review all students are offered RPL and encourage to apply. Support is available if there is a discrepancy between the student's skills and the skills required to successfully undertake the approved training scheme.

### LLN

Students undertaking the course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. All students are required to undertake a language, literacy and numeracy (LLN) test according to the following qualification:

ACSF Level 2 CHC30113 Certificate III in Early Childhood Education and Care

ACSF Level 4 CHC50113 Diploma of Early Childhood Education and Care

ACSF Level 3 BSB42015 Certificate IV in Leadership and Management

ACSF Level 4 BSB51918 Diploma of Leadership and Management

ACSF Level 4 BSB50215 Diploma of Business

If students do not meet LLN requirements, students will be asked to take further Language, literacy and numeracy training.



A Pre-Training Review (LLN Quiz, RPL and Credit Transfer) is offered to all potential students during enrolment. All students will be asked to complete a LLN Quiz during the enrolment process.

Online students will complete the LLN Quiz either during enrolment at AICA or online prior to course commencement.

The outcomes of all LLN Quizzes are recorded in the Training Plan.

For students who have self-declared as having a disability, impairment or long-term condition AICA will determine what support is required and what can be provided. For students identified as requiring LLN support AICA will determine what options are available for support. Three options are identified:

- Make Reasonable Adjustments
- Develop LLN Skills
- Combination of both

To develop LLN Skills a number of strategies are considered including:

- Liaison with LLN Specialist where Trainers and LLN Specialist (Training Manager) work together to resolve specific LLN difficulties
- Team Teaching where LLN support is delivered to the whole group by the Trainer and the LLN Specialist
- Small group LLN support training delivered by the LLN Specialist for intensive LLN trainer
- One-to-one LLN tuition delivered by the LLN Specialist for all cases, the LLN is vocationally contextualized.

If the assessment indicates that there is a need for additional training in English then the student will be referred to either their local council or to a local TAFE to receive the training required.

### What is National Recognition?

National Recognition means AICA will recognise AQF qualifications and statements of attainment issued by other RTOs in all states and territories. AICA recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. National Recognition underpins the Credit Transfer process.

## What is Credit Transfer?

Credit Transfer is a process that provides credit for a unit of competency previously achieved. This means that if you have completed a unit of competency at another Australian Registered Training Organisation that is equivalent to one in which you are currently enrolled you may be eligible for Credit Transfer so that you won't need to complete that unit of study again. For Credit Transfer, you must bring along with you the original statement of attainment or testamur or send original certified/verified copies and you will not be required to undertake the RPL procedure. Units of competency are defined in Training Packages which are periodically updated, so there can be occasions where a unit of competency that you have completed may not exactly map into the new unit of competency; in these cases you will be referred to the Recognition of Prior Learning process.

## What is Recognition of Prior Learning?

Recognition of Prior Learning, or RPL, means an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes or standards of entry to, and/or partial or total completion of a qualification. It is the acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning outcome. The recognition gained may considerably reduce the study time needed. Your knowledge and skills are assessed against competencies of the qualification you want to achieve.

The following may also be taken into account during your assessment:

- your performance in paid and unpaid work experience,
- results from formal training and education,
- evidence that required learning and competency outcomes have been achieved during informal learning.

Usually, you will have developed and demonstrated your skills through a combination of your work, learning and life experiences. To have your prior learning recognised, you must be able to show that your skills are still current and meet today's industry standards. You will need to produce evidence of your skills and knowledge. You will also need to provide contact details of people (third parties) who can confirm your competencies, skills and knowledge. These people might be supervisors or others in your community, who have seen your skills being demonstrated.



### How do I apply?

All you need to do is to request an Application Form from us and we will send you the information we require to process your application. It is important that you complete an initial self-assessment prior to applying for RPL. AICA will forward the self-assessment questionnaire on request. Enquires can be sent via email: [alphatrainingcollege@gmail.com](mailto:alphatrainingcollege@gmail.com).

### Evidence

For Credit Transfer, you will need to supply us with original testamurs or statements of attainment. These will be returned to you after verification by us.

For Recognition of Prior Learning you will need to supply us with evidence of acquisition of skills and knowledge; this may be in form of employment documents (CVs, position descriptions, details of in-house training) and workplace documents (task sheets, emails, memos etc.).

For both Credit Transfer and Recognition of Prior Learning clearly identifiable documentation is required to support claims made by the applicant.

Yes, you can appeal against an unsuccessful credit transfer application within twenty (20) days. If you wish to appeal AICA will appoint another staff member to review your evidence and the process.

### What is the process for RPL?

The RPL process is shown in the flow chart below.

### How much will it cost?

There is no charge for Credit Transfer. For Recognition of Prior Learning, fees are as scheduled. If this involves individual units of competency of a qualification then the fees charged will be on a pro-rata basis based on the nominal hours of delivery.

### Can I resubmit my evidence?

It is AICA's policy that you can resubmit evidence of prior learning on one occasion.

## Fees

### Fee-for-Service Students

For 2019 the CEO has taken into account prevailing market conditions and has authorised the Fee Schedules as applicable student tuition fees as published on AICA's website.

### Fee-for-Service Students (Payment Plans)

Fees for all courses are published on the AICA's website. All fee-for-service students may

1. Students are required to pay 10% of the tuition fee in advance up to a maximum of \$1,000 (this includes the enrolment fee).
2. Payments are made thereafter at the end of each completed month or Fortnight according to the formula;  
Monthly (or Fortnightly) Payment =  $0.9 \times \text{Tuition Fee} / \text{Number of Months (or Fortnights) of the Course}$
3. The total amount required to be paid which is attributable to tuition or other services yet to delivered to the student will not exceed \$1,500.

Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 % of their tuition fees before they start their course if they wish to do so.

Other payment options and plans are available for students and it is best to contact administration as soon as possible to discuss payment plans.

For time-condensed intensive courses, lasting less than one month, students will be required to pay 10% of the tuition fee prior to commencement of the course, in addition to the enrolment fee. The balance will be paid at the end of the course before an award is granted.

The college reserves the right to engage a third party to recover any outstanding fees payable to the college. The cost to the college of engaging a third party to recover such outstanding fees will be charged to the student.





## Special Consideration

- a. It is recognized that a student may face exceptional and extenuating circumstances or financial hardship before course commencement or during study date for the payment of tuition fees and as such they may request for a special consideration.
- b. An application for the special circumstances needs to be made to the Chief Executive Officer along with the reasons and circumstances of the financial hardship. The application should mention the future date for the payment of full fees or a request for the payment plan.
- c. If special consideration is granted, a confirmation in writing will be sent to the student stating the future date for the payment of full fees or outlining the payment plan for the payment of fees.

## Refund Policy

All refund requests are conditional on the following:  
the college must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received)  
any debts to the college must be paid in full or the outstanding amounts will be deducted from the refund.

### College is unable to start or deliver the course

In an unlikely event that the college is unable to start or deliver the course, the student can choose to accept either:

a refund of course fees, which will be issued to the student within 14 days.  
or be placed in an alternative course with the college or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.

If the student chooses to receive a refund of course fees, the college will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by the college). The refund will be paid within 14 days after cessation of the course.

### Student withdraws from the course

If a student withdraws from a VET course within 10 days after the enrolment in to the course or 15 days before commencement date, whichever comes later that course, 100% of tuition fees paid for course will be refunded to the students.



Student must withdraw in writing and apply for a refund with AICA by completing Refund Application Form.

No refund is applicable if the student withdraws from a course more than 10 day after enrolment or less than 14 days before commencement or after the course commencement date, whichever comes early. less than 15 days course commencement or after the course commencement date.

### Special Circumstances

Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid will be refunded.

### Student's Right to Appeal

Any student who is refused a refund by the college may appeal within 14 days in writing to the Compliance Manager and follow the complaints and appeal process of AICA.

The college appeal process does not restrict the student's right to pursue other legal avenues.

This written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

### Tuition Assurance Scheme

AICA doesn't collect more than \$1500 of pre-paid fees from student at any point of time.

#### Requirements about Tuition Assurance

All registered training organisation those who collect more than \$1500 in pre-paid fees are required to protect the fees by hold membership of a tuition assurance scheme approved by ASQA that applies to all relevant students.

### Fees for Recognition of Prior Learning

AICA publishes on its web-site fees for Recognition of Prior Learning for students eligible for government funding.

Fee-for-service students Recognition of Prior Learning fees are published on its website.

## Students not Completing Courses

All students are afforded many opportunities to complete their course. Students have three (3) opportunities to successfully complete assessment tasks.

Students will be given 3 attempts (1 Original submission + 2 more attempts) to demonstrate competency at each assessment. 1st and 2nd attempt will be free of cost, however, if a student is unable to clear 2 attempts, charge of AU\$200 will be applied. If students are unable to demonstrate competency after three attempts at each task they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again.

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

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

Payment of such fees is due in full prior to commencing study in the repeat unit. Failed units to be repeated will be subject to availability and scheduled according to the college timetable.

## Re-Issue of Qualifications and Statements of Attainment

Request for re-issue of a certificate of a qualification or statement of attainment can be made via post or email or in person.

Students will have to provide AICA with all the details given at enrolment, and with proof of identity (either certified or original documentation), and AICA will only re-issue certificates of qualification or statement of attainment to the student named on the original certificate of a qualification or statement of attainment.

AICA charges \$30 to cover the costs of this service.

Qualifications gained at AICA are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognized nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course.



Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results or transcript of results will only be issued once all outstanding fees have been paid in full. AICA will issue certification in a timely manner, so students can provide proof of their competence to employers (or potential employers) and obtain any industry licenses or accreditation. Providing all fees have been paid, all AQF certification documentation will be issued within 28 days of the student exiting their course or the student's final assessment being completed.

## Unique Student Identifier

### Unique Student Identifier

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognised VET qualification as of 1 January 2015. Each time a student completes nationally recognised training, the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, we are required to include your USI in the data we submit to NCVER.

The USI scheme allows students to access a single online record of their VET achievements. Each person will be assigned with a USI. AICA will obtain and verify the student's USI at the time of enrolment. AICA will comply with the Student Identifiers Act 2014.

The USI is an identifier known only to the issuing RTO, the student and the department. It does not appear on any certificates, statements of attainment or other public documents issued by AICA. It is in the student's best interest to keep this identifier in a safe place. If the student forgets their USI, it is possible to retrieve the information from the Department's web site <https://www.usi.gov.au/>

### People exempt from USI

- International students undertaking their entire VET course from outside Australia (also known as offshore training), or
- Students who have completed their VET training prior to 1 January 2015 but have not yet been issued with a qualification or statement of attainment in respect of that training, or
- Students who have applied for and obtained an individual exemption in writing from the Student Identifiers Registrar because they have a genuine personal objection to being assigned a USI.

## Setting up a USI

If a student have not yet obtained a USI, it can be applied directly <http://www.usi.gov.au/create-your-USI/> on a computer or mobile device. If students would like AICA to apply for the USI then the student will need to sign AICA's Unique Student Identifier (USI) Consent available at AICA, giving AICA authorisation to apply on their behalf. The student will need to provide at least one (1) form of ID from the list below in order for the college to apply for their USI.

### Student forms of ID:

- Driver's License
- Medicare Card (this includes a current family Medicare card where your name is included)
- Australian Passport
- Visa (with Non-Australian Passport) for Permanent Residence.
- Birth Certificate (Australian) \*Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

In accordance with Clause 3.6 of the Standards for Registered Training Organisations 2015, AICA will:

- verify Student's USI provided to it by an individual with the USI Registrar before using that Student Identifier for any purpose
- ensure that AICA will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014
- ensure that where an exemption applies under the Student Identifiers Act 2014, AICA will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar
- ensure the security of USI and all related documentation under its control, including information stored in its student management systems.

AQF qualifications and statements of attainment cannot be issued until a student has provided, or AICA has applied for a student's USI on their behalf. The USI will not be included on the Testamur, Statement of Attainment or Record of Results as per the

Application of the AQF. Issuance of Testamurs and Statements of Attainment within the VET sector.

**Protection of Student's Privacy-** Your USI contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.



# Training and Assessment

## Delivery Modes

AICA delivers programmes by a number of mechanisms:

- Classroom (face-to-face)
- Online delivery (eLearning)

work based training for childcare courses.

### Classroom

Classrooms are approximately 10m x 5 m and are configured for a trainer and up to 16 students. They have:

- computer and projector for the trainer
- White board
- Printer
- Computers for each student which have Windows 7 and Microsoft Office 2010 software
- Internet access for all computers

Access to CANVAS (online learning management system) to download assessment tasks, upload evidence, communicate with the trainer, and store assessment tasks.

### eLearning

As an innovative leader in education, AICA is committed to utilising technologies in order to provide our students with the best possible study experience. For that reason, we offer an eLearning facility to our students who may not be able to make it to class or would like to enhance their learning experience remotely. Online delivery provides the student with the opportunity for self-paced learning. This gives the student the flexibility to pace themselves through the course at their own convenience. AICA supports students during the course through regular contact by AICA trainers. Students can also contact the trainers online. Students may also attend classes if they feel it would be beneficial to their studies and if the classes are running.

Online students are provided with individual access and secure passwords.

## CANVAS – Learner Management System

AICA has adopted the CANVAS as its Learner Management System (LMS).

To assist candidates, assessors and the course administrator, AICA has invested in an on-line learning management system called CANVAS.

This technology allows candidates to download assessment materials and upload their assessments using individual secure log-ins. CANVAS offers the following benefits to assessors and students:

- Assessors and students are able to provide comments via CANVAS.
- Candidates, assessors and the course administrator can readily see the progress and assessments provided (individual students only have access to their own work).
- CANVAS stores all student and assessor comments and evidence submitted for assessment. This information is readily retrieved for audit purposes.

Students will be provided with a trainer-led tutorial and manual on how to use CANVAS as part of the orientation process.

Course material is presented through CANVAS in electronic format; students have the option to request hard copies.

## Course Duration

AICA runs its courses efficiently and where appropriate will cluster and co-join units where there is a degree of commonality in the desired outcomes of different units of competency. AICA has found that for courses that require computer skills and knowledge its cohort tends to be of advanced standing. Courses are deliberately intense, focussed and demanding. For some students, this may result in difficulty in keeping up with the pace of learning. AICA offers all students alternative and rolling enrolments in the same course if they feel that they could benefit from more training. There is no cost associated with this flexible, rolling enrolment option. The basis of competency-based assessment is whether candidates can perform tasks in a manner that suits workplace requirements. It also means that a candidate can achieve their qualification faster if they can demonstrate competency.

However AICA does not guarantee any job outcomes.



## Assessment

### Course Assessments and Methods

Assessments comply with the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration. All trainers have achieved the relevant qualification they are delivering or have achieved an equivalent or higher-level qualification and have relevant current industry experience. All trainers with qualifications awarded overseas have formal evidence of equivalence from an approved Australian Recognition Authority. High-quality training and assessment means students are well equipped for employment or further study; their qualification is seen as credible when they enter the job market; and they are judged by employers as holding the skills and competencies specified in their qualification.

All of our assessments will lead to the issuing of a Statement of Attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

As per Clause 1.8 of National standards 2015, assignments at AICA are in accordance with principles and rules of evidence as given below:

### *Principles of assessment*

<b>Valid</b>	Assessment methods will be valid, that is, they will assess what they claim to assess; Any assessment decision at AICA will be justified based on the evidence of performance of the individual student. Validity will require: assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance assessment of knowledge and skills is integrated with their practical application assessment is based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations Judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.
<b>Reliable</b>	Assessment procedures are reliable, that is, evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

<b>Fair</b>	<p>Assessment procedures will be fair, so as not to disadvantage any students. Individual's students' needs will be considered in the assessment process. It will provide students with the opportunity to challenge the results of the assessment and be reassessed if necessary. Assessment procedures will be:</p> <p>Equitable and culturally and linguistically appropriate.</p> <p>Involve procedures in which criteria for judging performance are made clear to all students.</p> <p>Employ a participatory approach</p>
<b>Flexible</b>	<p>Assessment procedures will be flexible and will reflect the student's needs, that is, there will be a variety of methods involved that will depend on the circumstances surrounding the assessment,</p> <p>We will achieve this through:</p> <p>Careful designing and drawing a range of assessment methods and using those which are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</p> <p>validation and moderation of assessment materials;</p> <p>Assessing competencies held by students no matter how or where they have been acquired.</p>

### *Rules of Evidence*

<b>Validity</b>	<p>The assessor is assured that the student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p>
<b>Sufficiency</b>	<p>The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a student's competency.</p>
<b>Authenticity</b>	<p>The assessor is assured that the evidence presented for assessment is the student's own work.</p>
<b>Currency</b>	<p>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p>



## *Assessment Criteria*

Assessments will provide for students to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods. Information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment (if applicable).

## *Assessment Methods*

Assessments and assessment methods will ensure that we focus on the application of the skill and knowledge as required in the workplace, including:

- Task skills (actually doing the work/job)
- Task management skills (managing the work/job)
- Contingency management skills (what happens if something goes wrong)
- Work Role environments skills (managing your work and interaction with others around you)

Assessments will be sufficient to ensure that you can demonstrate the achieved competency. AICA Staff will be available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options. All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be:

- written assessments,
- Portfolio of Evidence,
- Practical assessments,
- Projects,
- Assignments
- Presentations.
- Demonstrations in the workplace

Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C ) or Not Yet Competent (NYC).

### *Submitting Assessments*

All work submitted for assessment at AICA must have Alpha International College Australia (AICA) Assessment Cover Sheet attached. The date of submission will be recorded on this cover sheet by the accepting trainer/assessor. If the trainer/assessor cannot receive the assessments, they should only be submitted to Reception. Students will be given a receipt for each assessment they submit and students are advised to keep a hard copy of their assessment for your records.

### *Assessment Outcome*

Each unit of competency includes multiple assessment tasks and after each assessment the student's submission will be marked Satisfactory (S) or Not satisfactory (NS). After each assessment verbal and written feedback provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

### *Reasonable Adjustments*

Students have different needs and often training needs to be adjusted to meet individual student's needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for the college and must be allowable within rules defined by the training package.'

### *Training Plan*

All students are provided with an individualised Training Plan that contains the following information at a minimum:

- name and contact details of the RTO
- title and code of qualification;
- unit title and code of competencies/modules to be obtained;
- scheduled hours for competencies to be obtained;
- timeframe for achieving competencies including the start date and end date of each competency;
- delivery modes to be used;
- assessment details and arrangements;

- party or parties responsible for the delivery and/or assessment of each competence; and
- a record of RPL and Credit Transfer hours granted, as relevant.

AICA will update the Training Plan according to any changes mutually agreed throughout the Training Services. AICA will monitor each student's progress in satisfying the requirements of the qualification, in line with the Training Plan.

## AICA's Responsibilities and Obligations

### Legislation

AICA is committed to complying with relevant State or Territory laws including Commonwealth or State legislation. If you would like to know more information on how legislation affects your participation in education and training please contact AICA.

Legislation we are subject to includes (but is not limited to):

- Australian Human Rights Commission Act 1986  
<https://www.legislation.gov.au/Details/C2019C00030>
- Disability Standards for Education 2005  
<https://www.legislation.gov.au/Details/F2005L00767>
- Disability Discrimination Act 1992  
<https://www.legislation.gov.au/Details/C2018C00125>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975 <https://www.legislation.gov.au/Details/C2016C00089>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2018C00499>
- Privacy Act And National Privacy Principles (2001)

## Work, Health and Safety Policy

### Obligations

Management is firmly committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of workers, contractors, authorised visitors, and anyone else who may be affected by our operations.

We are committed to ensuring we comply with the Occupational Health and Safety Act (2004) and the Occupational Health and Safety Regulations (2007) and applicable Codes of Practice and Australian Standards as far as possible.

## Responsibilities

### *Management:*

Will provide and maintain as far as possible:

- a safe working environment
- safe systems of work
- plant and substances in safe condition
- facilities for the welfare of workers
- information, instruction, training and supervision that is reasonably necessary to ensure
- that each worker is safe from injury and risks to health
- a commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace
- a commitment to continually improve our performance through effective safety management.

### *Staff, trainers and visitors*

Each staff member and visitor has an obligation to:

- comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment
- take reasonable care of the health and safety of themselves and others
- comply with any direction given by management for health and safety
- not misuse or interfere with anything provided for health and safety
- report all accidents and incidents on the job immediately, no matter how trivial
- report all known or observed hazards to their trainer, supervisor or manager.

### *Application of this policy*

We seek the co-operation of all workers, customers and other persons. We encourage suggestions for realising our health and safety objectives to create a safe working environment with a zero-accident rate.

This policy applies to all business operations and functions, including those situations where workers are required to work off-site.

## Harassment and Discrimination

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly. We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff is aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definition:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

AICA actively promotes an environment which maximises the opportunities of all students to strive for excellence.

Any behaviour that a student feels is harassment or discrimination should be immediately reported to their trainer or the Training Manager.

## Access and Equity

Alpha International College Australia has a CEO and it is to that person that you should direct all problems and information requests: they will refer the issue to the best person. The CEO acts as the access and equity officer for Alpha International College Australia so if you are experiencing any harassment or discrimination, refer the matter to the CEO in writing.

Alpha International College Australia:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner



- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs
- Provides facilities updated to provide reasonable access to students of all levels of mobility, and physical and intellectual capacity.
- Conducts student selection for training opportunities in a manner that includes and reflects the diverse student population
- Actively encourages the participation of students from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists students in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements at all times.

Alpha International College Australia provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

## Privacy Policy

In the course of its business, AICA may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. We may also record various communications that students or potential students have with us.

In collecting personal information we will comply with the national privacy principles set out in the Information Privacy Act 2000.

## Collection and Use of Personal Information

AICA will only collect personal information by fair and lawful means which is necessary for the functions of the RTO and is committed to ensuring the confidentiality and security of the information provided to us.

The personal information supplied by individuals to AICA will only be used to provide information about study opportunities, program administration, academic information and to maintain proper academic records. If an individual chooses not to give AICA certain information then we may be unable to enrol the individual in a program or supply them with appropriate information.





### Disclosure of Personal Information

Personal information about students studying with AICA may be shared with the Australian Government and designated authorities.

AICA will not disclose an individual's personal information to another person or organisation unless:

- 1) the individual concerned has given written consent to the disclosure;
- 2) AICA believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- 3) the disclosure is required or authorised by or under law.

### Security of Personal Information

AICA will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

AICA will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected by us from unauthorised access, misuse or disclosure.

### Right to Access and Correct Records

Students have the right to access or obtain a copy of the personal information and academic records and results that the AICA holds about them.

If a student considers their personal or academic information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted in the student file.

Requests to access or obtain a copy of personal information or academic records and results must be made in writing to the Training Manager, AICA, or by email at [alphatrainingcollege@gmail.com](mailto:alphatrainingcollege@gmail.com)

### Media Consent



The Enrolment Form gives you the opportunity to decline permission for AICA to use any representation of your time here for promotional purposes. Please be sure to read this section of the Enrolment Form.

From time to time, AICA staff may request to take photographs/videos or verbal/written interviews/testimonials of students at AICA or at places where the student is involved in an activity. These creations may be used in a classroom, or work activities or could be published by AICA in print, digital or broadcast media such as documents, the student magazine, website, Social media sites television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have the right to refuse the use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or contacting AICA's student administration.



# Student Rules and Regulations

## Student Rights

AICA students have the right to:

- be treated fairly and with respect;
- learn in a supportive and safe environment, free of discrimination and harassment;
- have their personal details and records kept private and secure subject to statutory requirements;
- be given information about their program, assessment and progress;
- appeal in relation to assessment decisions or procedural matters;
- make a complaint to or about staff members or other students without fear of victimisation; and
- have a complaint dealt with fairly, promptly, confidently and without retribution.

## Student Obligations

All students are expected to:

- Behave in a way that is respectful of fellow students and the staff
- Not harass or disrupt others in the performance of their tasks
- Attend classes regularly and maintain satisfactory academic progress
- Ensure that all course work, assessments and portfolios of evidence are in concise and accurate English and is his/her own work
- Follow all safety practices/procedures required by AICA
- Report any perceived safety risks identified; and
- Not bring into any premises being utilised for AICA activities, any articles or items that may threaten the safety of self or others.

## Student Conduct

All people involved at AICA must show respect and courtesy to others at all times. Every person at AICA has the same right to deliver or receive education in a safe, supportive environment.

Each student of AICA must abide by the following:

- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.



- Consume food and drink only in the designated student common area. Therefore, you should not eat or drink in the classrooms or hallways.
- Use English at all times to improve your language skills.
- Do not smoke or carry/consume alcohol on AICA property.
- Do not cheat on assessments, tests and exams
- Drugs are expressly forbidden from being brought into any of AICA premises. Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the college. This disrupts the rights of other students to learn.
- Be considerate of others when taking lifts. You must always show courtesy and respect to other users. As our student, you represent our college . It is accepted practice that you must let people leave the lift before boarding yourself. You must not push in, but instead wait your turn to board the lift.
- Do not discriminate against any person associated with AICA because of race, religion, creed, nationality, sex, or any other individual difference. Every person at AICA has the same rights as you, regardless of these differences.

## Drugs and Alcohol

AICA provides a learning environment which aims to ensure the health, safety, respect and productivity of all students. The use of drugs and alcohol may impair an individual's capacity to learn safely, efficiently and with respect for other students. The use of such substances may result in the risk of injury or a threat to your wellbeing or that of other parties. Our policy is that no student is to attend scheduled classes while under the influence of alcohol or drugs. Every student, academic and staff member is entitled to enjoy such an environment. Breaching this policy can result in termination of studies.

## Prescription Drugs and Medication

Nothing within our Drugs and Alcohol policy prohibits the use of prescription pharmaceuticals. You should check with your Doctor that your prescription does not impair your study performance or put you or others at risk.

## Disciplinary Procedures

AICA expects that every student and member of staff will treat fellow students and staff with complete integrity, dignity and fairness. However, it is acknowledged that on rare occasions, where all other resolution processes have failed, there may be a need for disciplinary action to be taken.

Accordingly, the Training Manager may, after hearing all sides of the argument, impose disciplinary penalties ranging from a simple warning through to expulsion (for students). In all instances a disciplinary decision can be appealed through the Complaints and Appeals process.



# Complaints and Appeals (Student Grievances)

## Definitions

**Appeal** is a request for reconsideration of a decision. An appeal may be either an initial complaint about a decision relating to an administrative or academic matter or a request for a review of the outcome of a complaint or grievance.

**Appellant** means the person or organisation that has lodged an appeal.

**Complaint** is a problem or concern raised by a student who considers they have been wronged because of an action, decision or omission within the control or responsibility of AICA.

**Complainant** means the person or organisation that has lodged a complaint with AICA.

**Corrective action** is action taken to resolve a complaint or correct a problem immediately.

**Grievance** refers to a complainant's dissatisfaction with any aspect of the College's services and activities, including both academic and non-academic matters. It is a matter to be investigated according to formal grievance processes. This includes complaints which are not able to be resolved through informal processes and matters relating to allegations of misconduct where disciplinary action against a student or staff member may be an outcome of the investigation.

## Overview

AICA is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic complaints, grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to academic matters and include grievances in relation to the enrolment, induction/orientation process personal information that the provider holds in relation to the student.

### *Responsibility*

The CEO is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

### *General principles*

These principles, which will be adhered to by AICA, apply to all stages of this grievance procedure:

- All complaints and grievances should be lodged within three (3) months of the incident or event.

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored at AICA offices.
- A Complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by AICA and the Complainant.

## Informal Complaints

- Students are encouraged, whenever possible, to resolve concerns or difficulties informally with the person(s) concerned.
- Students may refer to the Student Support Officer for assistance with the informal complaint.
- If the student is not satisfied with the outcome of the informal procedure they may decide to use the formal grievance procedure.
- Formal Grievance Procedure

## Formal Grievance Procedure

### *Stage One*

- Formal grievances should be submitted in writing to the Compliance and Finance Manager or Training Manager at AICA, Level-8 500 Collins Street, Melbourne, Victoria 3000, Australia. Students may also use AICA's Student Grievance Form available from administration.
- The Complainant is invited to include suggestions about how the grievance might be resolved.
- For non-academic grievances the Compliance and Finance Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 working days.
- For academic grievances the Training Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 working days.
- The Complainant will be advised of their right to access Stage Two of this



procedure if they are not satisfied with the outcome of Stage One.

### *Stage Two*

- If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the CEO at AICA Level-8 500 Collins Street, Melbourne, Victoria 3000, Australia. Students may use AICA's Student Grievance Form available from administration. All appeals must be lodged within 10 days of completion of Stage One.
- The Complainant's appeal will be determined by the CEO who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 10 working days.
- The Complainant will be advised of their right to progress to Stage Three of this procedure if they consider the matter unresolved.

### *Stage Three*

- If the Complainant is not satisfied with the outcome of their appeal then an independent mediator will be sourced by AICA through LEADR, the Association of Dispute Resolvers.
- Costs of such mediation will be shared equally by AICA and the Complainant. As a guide mediator's costs would be \$385 for the first four hours (or part thereof). Subsequent hours would be \$137.50 per hour. It is common for most disputes to be resolved within the initial four-hour allocation.
- If the Complainant remains dissatisfied with the outcome of the mediator's decision then they may contact the Australian Skills Quality Authority (ASQA) for complaints against the implementation of the standards. For contact details and information please see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>
- AICA agrees to be bound by the recommendations arising from any external review of the complaint and the CEO will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations. All recommendations will be lodged in the continuous improvement register.

## **Further Action**

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or any other law. Nothing in this procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Additionally, these procedures do not circumscribe an individual's rights to pursue other legal remedies.



## Enrolment Status

Where a student chooses to access this policy and procedure, AICA will maintain that person's enrolment while the internal and external grievance handling process is ongoing i.e. enrolment will stay active until both internal and external complaints and a petals process have been finalised.

### STUDENT'S RIGHTS TO APPEAL

- a. The college appeal process does not restrict the student's right to pursue other legal avenues.
- b. This written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

## Publication

- This Student Grievance Policy and Procedure (Academic and Non-academic) will be made available to students and those seeking to enrol with AICA and in the Student Handbook. Publication on the website and the Handbook is subject to the version control of this Policy and Procedure Manual.
- For the purpose of communicating to and training staff, this Policy and Procedure will be included in the Staff Handbook and form part of the staff induction process. Publication in the Handbook is subject to the version control of this Policy and Procedure Manual.

## Plagiarism

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the unit of competency, as well as incurring any associated charges. If a Student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC). If students engaged in such act for a second time, they may be suspended or expelled from the course. All works submitted must be an accurate reflection of the Student's level of competence. The evidence used to make a decision at AICA about competence is valid, sufficient, authentic and current.



The following information is intended to provide guidance and prevent their occurrence.

### Cheating:

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment.
- Gaining assistance from an unauthorized person during the assessment process.
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g.in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes.

Cheating in any form during assessments will result in the student's assessment being invalidated and will be deemed **Not Yet Competent**.

### Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a Student copies another Student's work and passes this of as their own then this is also a form of plagiarism and cheating.

During assessment, you will read about ideas and gather information from many sources. When you use the ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this, you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

Submitting plagiarized work during assessments will result in the student's assessment submission being invalidated will be deemed **Not Yet Competent**.

### Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with



another person or persons. 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. Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

### **Disciplinary Action**

If students are being found to have cheated or plagiarized, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment (ie NYC)
- be suspended from studies
- have your enrolment cancelled

## Penalties for Plagiarism, Collusion and Cheating

Each case will be individually assessed.

The level of intent to deceive, the extent of the plagiarism and the student's history in regard to plagiarism will be the principle criteria for determining penalties.

Penalties may include any, or all, of the following:

- A verbal warning
- A written warning
- A permanent note made on the student's academic record
- Loss of all or part marks for the assessment item
- Imposing a grade of fail in the class
- The exclusion of the student from enrolment in a particular competency and/or course(s)
- The exclusion of the student from AICA
- Students have the right to appeal against any of the decisions above made by AICA

## Student Services

### Welfare and Guidance

If students believe that their personal welfare and situation is having an impact upon their ability to complete tasks they should contact their trainer in the first instance and the Training Manager will consider your concerns.

### Student Support Services

*Alpha International College Australia (AICA)* aims to identify and respond to the learning needs of all students. Diverse student learning needs are catered to and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services external to the college may come at a charge determined by the provider of the service. A student Services Officer will provide details about all our services during the orientation program. Additionally, there are staff available during office hours to help Students with any queries they may have.



## Orientation

Orientation is conducted prior to the commencement of all courses. The objective is to fully inform new students of all aspects of study at the college. It also provides an introduction to studying at AICA, assessments, course expectation, facilities, support available. It is a good opportunity to ask questions, meet fellow students and college staff.

## Language Literacy and Numeracy Support and Pre-Training Review

The pre-training review will be conducted prior to enrolment and LLN test will be conducted prior to course commencement, this is to ensure that prospective students are placed into the correct course and to identify any LLN deficiencies.

In the event that a Trainer and Assessor identifies students with LLN difficulties, they implement appropriate strategies to assist them with their learning and those students that require or request additional LLN support are referred to AICA's admin department or other professional organisations if required e.g. The Australian Literacy and Numeracy Foundation- <https://alnf.org/what-we-do/>. AICA will charge no fee for its services, however, cost of buying additional resources from The Australian Literacy and Numeracy Foundation will be taken care by student)

LLN requirements of the training package identified and course materials and assessment tools are developed with them in mind by qualified Trainers and Assessors. Relevant employees are provided with the necessary training to ensure they have to skills required to manage with LLN issues as they arise.

The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

## Counseling

All students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Services Officer, on the Main Campus. An appointment can be made at reception or by emailing CEO at [alphatrainingcollege@gmail.com](mailto:alphatrainingcollege@gmail.com). Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services are provided in accordance with the college code of practice and confidentiality procedures. Personal counseling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice



- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

## Disability Support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with disability has just as much right to study as any other student. College will apply reasonable adjustment for student with disability. However reasonable adjustment applied must not be detrimental for the student to achieve course outcomes. AICA will apply reasonable adjustments to the level it can.

This means that colleges cannot:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

## Student Welfare Services

AICA has a designated Student Support Officer to provide a basic counseling service to all students. This service assists students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them access study support and welfare- related services such as;

- Legal Services – AICA can refer a student who requires to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice charged by legal practitioner.
- Emergency and Health Services – During orientation students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to talk with student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform AICA as soon as appropriate.
- Facilities and Resources – At orientation students are given a guided tour of the campus and all AICA facilities. At this time, they will be given an explanation of all available resources.



- Complaints and appeals processes – The complaints and appeals policy and procedure is available in detail on the website <https://www.alphatrainingcollege.edu.au/> and can be made available from administration or reception upon request.

AICA can also refer students to **external Counselling Service** for various issues if necessary; however, each issue will be dealt with on a case-by-case basis. There is no fee attached to this welfare support and referral service.

## Academic Support

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 can gain advice and support in ensuring they maintain appropriate academic level, and general support to ensure that they achieve satisfactory course progress. Student's course progress is monitored and proper guidance and support is provided if unsatisfactory course progress has been identified.

*Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the course requirements in any semester of their studies or achieved minimum competency level as stipulated in individual program requirement.*

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

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

Intervention strategies may include, but are not limited to:

- Academic skills support
- Additional English support
- Additional classes, tutorials, teaching support, extra time given to complete tasks;
- Attending tutorials or study groups;



- increased mentoring, Access given to supplementary or modified materials,
- Supplementary exercises provided to assist understanding of attending academic skills programs;
- Personal counseling
- Placement in a more appropriate class; and
- Reduction in course load
- Timetable adjustments using the new study plan.
- Reviewing assessment strategies
- Assistance with personal issues which influence progress.

## External Services Support

*Fire, ambulance, police (life-threatening emergencies): Ring 000*

Hospitals and Medical Issues:

- The Alfred: (03) 9076 2000
- Austin Hospital: (03) 9496 5000
- Royal Children's Hospital: (03) 9345 5522
- Royal Women's Hospital: (03) 8345 2000
- Royal Melbourne Hospital: (03) 9342 7000
- St Vincent's Hospital: (03) 9411 7111

Refer to [www.yellowpages.com.au](http://www.yellowpages.com.au) for services near you.

- Life Line 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

- The Institute of Arbitrators & Mediators Australia: Free call 1800 651 650
- Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

Study in Australia: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

Youth Central: [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)



### *Other Support Services*

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's line Australia: 1300 78 99 78
- Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Help: 1800 627 727
- Domestic Violence Resource Centre Victoria: 1800 737 732
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Accommodation Information (Homelessness Help Services): 1800 627 727
- The Gambling Help Line: 1800 858 858

### **Student Attendance**

It is AICA's policy that students must attend 80% of classes, on a unit of competency basis, to complete a course. Students will be deemed Competent or Not Yet Competent on the basis of satisfactory completion of assessment tasks.

### **Student Withdrawal**

Students who miss a session will be given the opportunity to make up during normal class times.

Students who are absent from the course for more than 5 days will be notified in writing that their enrolment will be cancelled if they do not make arrangements to return to complete the course in another delivery session. Students have 5 days to respond either in writing, email or by telephone.

Students who withdrawal from a course will be provided with a Statement of attainment of completed units of competency.

### **Change of Personal Details**

Upon change of name, address, telephone number or other details, the student is required to notify AICA with the relevant information. The change must be advised in writing or by email to [alphatrainingcollege@gmail.com](mailto:alphatrainingcollege@gmail.com). No responsibility will be accepted by AICA for a student's failure to follow the above procedure.





## Completion

### Issuing a Qualification

On completion of all required units of competency for the qualification, AICA will issue a certificate relating to that qualification (testamur). This usually takes between 15 and 20 working days. This certificate will be issued at no cost on completion, if the student requires further copies from AICA a charge of \$30 per copy will be applied. (Refer also below)

### Issuing a Statement of attainment

Note that students are entitled to a formal Statement of attainment on withdrawal, cancellation or transfer prior to completing the qualification provided that the student has paid in full for the relevant units of competency. Statements of Attainment are issued when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s). Statements of Attainment will be issued within 15 to 20 working days.

### Re-issuing Certificates

If you require us to re-issue a certificate of a qualification or statement of attainment your request can be made via post, or email or in person. You will have to provide us with all the details you gave at enrolment, and with proof of identity (either certified or original documentation), and we can only re-issue certificates or Statement of attainment to the student named on the original certificate or Statement of attainment. There will be a charge of \$30 for this to cover our costs.

## Student Pathways

For all courses students are advised of possible pathways after completion of the course. These could include higher qualifications or suggestions for employment pathways. Students studying AICA's BSB42015 Certificate IV in Leadership and Management may gain pathways to 2nd-year University. Students wishing to explore this further are invited to talk directly with the Training Manager.

### Student Survey

Please note that on completion of your course with AICA, you may be contacted by a representative from NCVET to participate in a survey regarding your training.



# Privacy Statement

## Privacy

Under the *Data Provision Requirements 2012*, AICA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by AICA for statistical, administrative, regulatory and research purposes. AICA may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorized agencies; and
- National Centre for Vocational Education Research (NCVER)

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey, which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorized agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## USI PRIVACY NOTICE

Please note from January 2015, all students undertaking nationally recognized training delivered by a registered training organization in Australia will require a USI. You can create your own USI at <http://usi.gov.au/create-your-USI/Pages/default.aspx>.

AICA will collect information about you for the purpose of creating a USI, this information is collected under the *Student Identifiers Act 2014*



This information can only be used for:

- Applying for, verifying and giving a USI;
- Resolving problems with a USI; and
- Creating authenticated vocational education and training (VET) transcripts;

This information may be shared with:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- The purpose of administering and auditing VET, VET providers and VET programs;
- Education related policy and research purposes; and
- To assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions;
- VET admissions Bodies for the purpose of administering VET and VET programs,
- Current and former Registered Training Organizations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;

## Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

Please refer AICA privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: <https://www.oaic.gov.au/>

## AICA's Policies and Procedures

Students have access to all relevant administrative and academic policy and procedures. They are published on our website <https://www.alphatrainingcollege.edu.au/> or they are available from the Student Administration.

## Student Rights as a Consumer

As a consumer, a student has the right to receive current, factual and accurate information about the courses offered by AICA before making an enrolment decision. To ensure this, AICA has stringent policies and procedures in place.



If there are any queries about our college and courses, please feel free to contact us via phone, email or visit our college. The contact details are listed below.

**Address:** Level-8 500 Collins Street, Melbourne, Victoria 3000, Australia

**Phone:** 03 8390 1019

**Email:** [alphatrainingcollege@gmail.com](mailto:alphatrainingcollege@gmail.com)

**Website:** <https://www.alphatrainingcollege.edu.au>

**Note:** AICA does not advertise or guarantee any employment outcome associated with its courses.

**Disclaimer:** Information contained in this Student Handbook is current at the time of printing and is subject to change. Please refer to information published on website <https://www.alphatrainingcollege.edu.au> for the most current information or speak to AICA student administration. Learners are encouraged to get more information from the National Training Register at [www.training.gov.au](http://www.training.gov.au) or speak to a AICA staff member for details. AICA handles, all superseded qualifications as per our Course

## Student Survey

Please note that on completion of your course with AICA, you may be contacted by a representative from NCVET to participate in a survey regarding your training.

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*You may sign this to acknowledge that you have read and understood the contents. You will be asked during the enrolment process to acknowledge that you read and understood the contents.*

*Student Name:* \_\_\_\_\_

*Signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

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**ALPHA  
INTERNATIONAL COLLEGE**

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Level-8 500 Collins Street Melbourne VIC-3000

Phone : 03 8390 1019

Email : [alphatrainingcollege@gmail.com](mailto:alphatrainingcollege@gmail.com)