



# INTERNATIONAL STUDENT HANDBOOK

Version 2019



**ALPHA TRAINING COLLEGE**

RTO Number: 45145

CRISCOS ID: 03633J

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

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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**

## 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/>





# 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.

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## *Victorian Public Holidays 2019-2020*

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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 behavior, 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.

## Enrolment Information

This Students handbook has been developed in order to provide prospective students with important information that 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, 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.

Students must complete the student application form and send the completed form along with all the relevant documents and the Application fee to AICA. Students can also submit their application through one of our authorised education agents.

Once your form is received, Alpha International College Australia (AICA) will ask you to come to our campus where we will conduct a pre-training review that aims to identify your training needs. This pre training review is also done before admission through phone or via email to check if a student is eligible and if the course is suitable for him/her. One of our staff will interview you, ask you to do a Language, Literacy and Numeracy test as well as asking questions about previous education or training you may have undertaken the relevance of the courses to you, the result that you wish to get from the course and things such as your basic computing skills. This interview process will allow you to demonstrate you have necessary skills to successfully complete the course. It will also identify any Recognition of Prior Learning (RPL) and credit transfer opportunities you may have. If any RPL opportunities are identified, you will be presented with the required paperwork. RPL and credit transfers if approved may affect your COE length.

In addition to the Language Literacy and numeracy test, AICA will ask you to provide evidence of your IELTS /equivalent test score and secondary school certificate. Your confirmation of enrolment will reflect the condition that you must take LLN test before enrolment.

AICA will assess completed student's application forms based on the information supplied. Students for each course will be selected in a manner that reflects AICA's access and equity principles. Completion of the student's application form does not imply that AICA will make an offer to you. You will also be notified if you do not meet the entry requirement.

When AICA makes you an offer and you wish to accept, you must sign the completed written student's agreement, pay the fee requested in the written student's agreement and send it to Alpha International College Australia. AICA will not accept any course fees without a written student's agreement.

Once the completed written students' agreement and the fee is received (and cleared by the bank) AICA will issue a confirmation of Enrolment (COE). The COE is required for prospective students to apply for their Australian student visa.

## 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.

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 and the Education Services for Overseas Students Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The Standards for Registered Training Organizations govern the way RTO's run their businesses, enroll, train and assess students. The ESOS Act and the National Code 2018 govern the organisation's interactions with, and obligations to, International Students on Student Visas. For more information on these standards please refer to:

- [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)
- <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx>

## 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)
- The National Code 2018 <https://www.legislation.gov.au/Details/F2017L01182>
- Education Services to Overseas Students (ESOS)
- Act 2000 <https://www.legislation.gov.au/Details/C2018C00210>
- Education Services to Overseas Students (ESOS) (Assurance Fund Contributions) Act 2000
- Education Services to Overseas Students (ESOS) Regulations
- 2001 <https://www.legislation.gov.au/Details/F2016C00681>

Only education institutions registered under the ESOS Act and listed on Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) can enrol overseas students to study in Australia on a student visa.

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation are designed to protect the interests of students coming to Australia on student visas and govern the responsibility of education providers towards overseas students through:

- The ESOS legislation and recent reforms
- The National Code
- The Overseas Students Ombudsman
- The Tuition Protection Service (TPS)
- The National VET Regulator Act
- The National Code 2018 is a legislative instrument of the ESOS Act and applies to providers of education to students on student visas in all sectors. National Code requirements are in addition to the standards for specific sectors.

For more information on ESOS, CRICOS, National Code visit

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>



## Agent's Legislation

Alpha International College Australia (AICA) engages with on shore Agents to recruit students. AICA is responsible to ensure that it's Agents accurately represents AICA's services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact AICA students support at <https://www.alphatrainingcollege.edu.au/> or give us a call at (+61)3 8390 1019



## 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, please find shift detail below:

Monday to Friday shift: 9.00 am- 5.00 pm

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 International Students:

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

## Entry Requirements for International Students

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

All students should meet following requirements in order to be accepted into AICA courses.

### Enrolment information

AICA enrolment requirements for its courses are:

- A completed enrolment form and signed agreement
- Identification documents, one of which is a photo of the student such as a passport

### English language requirements for International students:

International students applying for AICA courses either offshore or on-shore will be required to qualify in any one (1) of the following:

- Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into the course;
- IELTS score of 5.0 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course;
- IELTS score of 4.5 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course;
- Full-time Certificate III level course or above in Australia English as the first language.

Results older than two years are not acceptable.

### **OR**

to provide evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

The test must have been taken no more than two years before you apply to study at AICA.



### Academic requirements

There are no academic requirements for this qualification, however, Alpha International College requires that all students:

- Be at least 18 years old.
- Pass a National Police Clearance and Working with Children Check.
- Prospective International students will be required to complete the language, Literacy and Numeracy (LLN) assessment, administered by and to the satisfaction of AICA.

### Language, Literacy and Numeracy test (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 English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs. Students will be required to take ELICOS programs for 10-20 weeks depending upon the requirements or students can refer to <http://cricos.education.gov.au/> for institutes that offer ELICOS programs.

### Computer literacy requirements

All students enrolling into AICA programs must have basic computer skills. AICA courses requires students to make reports, analyse details, do assignments, interpret situations and study online through links provided by AICA.

Students those who do not possess basic computing skills might be referred to take basic computer skills course e.g. International computer driving license (ICDL) which can be taken at any center in student's home country or students can choose to take course with other institutes. Please find link for more information on ICDL and test centers <http://www.icdlasia.org/find-a-test-centre> .

### Minimum age requirements

AICA will not accept overseas students who would be under 18 years of age at the time of Enrolment.

## Additional Requirements

### Materials and Equipment Required

AICA will provide access to computers/laptops with required resources including access to internet during classroom hours, however, to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS office application such as Microsoft Word, an email platform.

### Pre-training Review (PTR)

The applicants may be interviewed to ensure that they meet minimum entry requirements and PTR will be conducted to assess their learning needs. Any competencies previously acquired are identified during PTR and the most appropriate qualification for that student to enroll in is ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

**Note:** AICA does not offer or guarantees any employment or job outcomes.

Applicants shall be provided with information on the following prior to the enrolment:

- Course details (contact hours per week, recommended textbooks, and links for study materials, etc.)
- fee structures,
- College requirements
- recognition of other AQF qualifications, Recognition of Prior Learning & Credit Transfer information
- Legislative and regulatory education guidelines and requirements.

The Administration team will use a checklist to ensure that all required documents are received at the time of application assessment.

All application details must be entered into the college Student Management System (SMS) and all documents must be filed.

PTR questions will help in identifying if a student should be granted with RPL, course credit or not.

If a student is granted with RPL or course credit, AICA will give a written record of the decision to the overseas student to accept and will retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

If student is granted with RPL or course, credit, which will reduce overseas student's length course, AICA, will:

- inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
- report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student visa is granted.

## Our Campus

We are located at: **Level 8, 500 Collins Street, Melbourne VIC 3000**

Our campus consists of multiple classrooms, kitchen, recreational area, bathroom facilities and general administration areas.

Emergency procedures and evacuation plans are located on the walls of each room, please ensure that you are familiar with the emergency and evacuation procedures.

# Useful Contacts @ AICA

## Who to see about what!

### CEO

The CEO is responsible for the health and safety of all staff and students and the successful operation of the RTO. The CEO is responsible for the standard of training and assessment within Alpha International College Australia and for the assessments conducted while students are attending Alpha International College Australia. The CEO is the first point of contact if you have any concerns or issues.

Mulki Samater                      Tel: 0402 611 804

### Compliance Officer

The Compliance Officer works closely with the CEO and is responsible for monitoring the compliance of the organisation against the standards.

### Training Manager

The Director of Training and Assessment is responsible for overseeing the effective induction, training and assessment of all staff and students and coordinating course activities.

Mohamud Isse                                      Tel: 0401825209

### Student Registrar

The student registrar is responsible for the issuing of letters of offer, confirmation of enrolment, changing student enrolments, helping students who are looking to manage the busy school attendance roles.

Uresh Khatri                      Tel: 03 83901019

### Operations Manager

The Operations Manager is responsible for all administrative tasks such as handling all payments and student files.

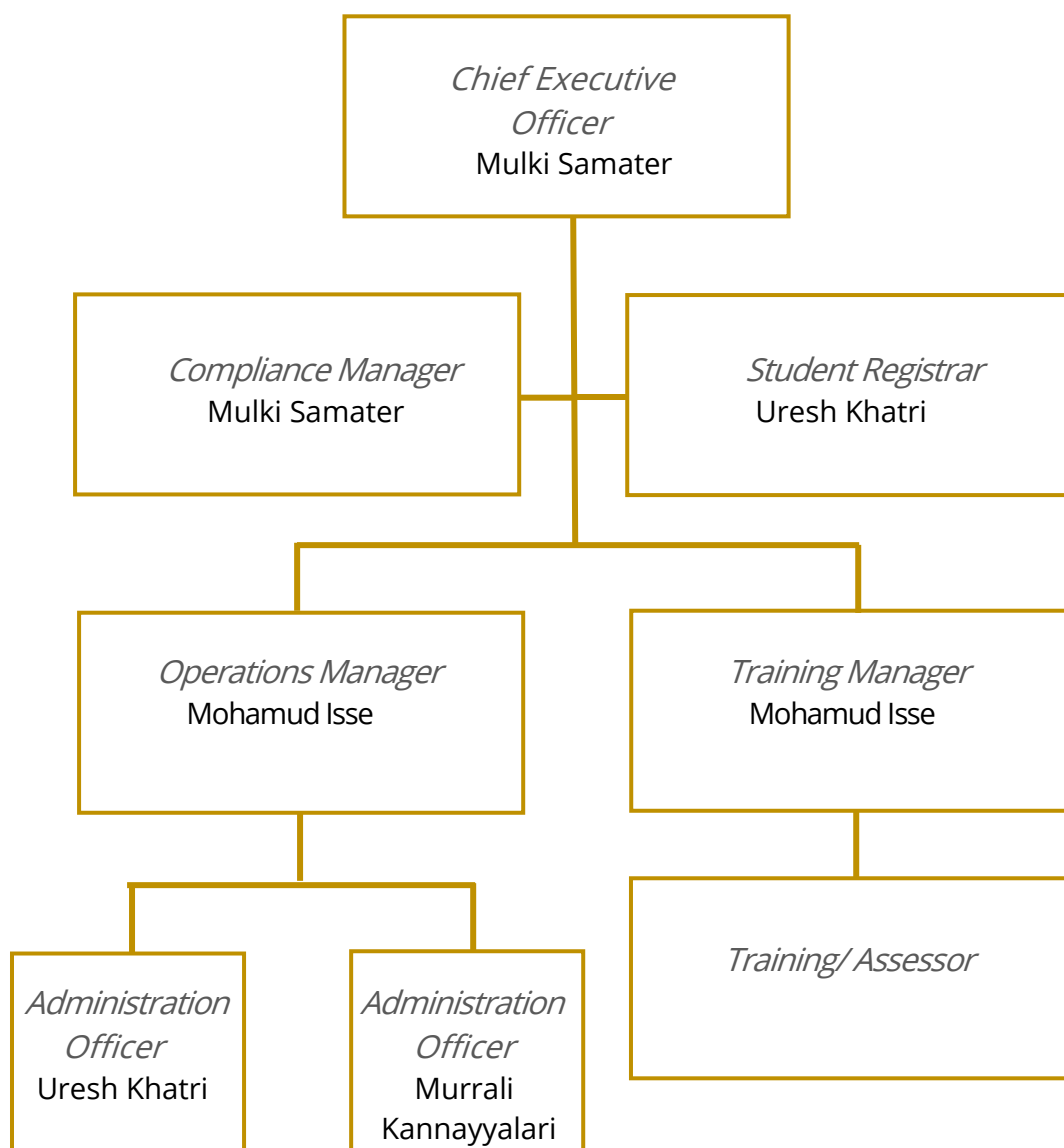
Mohamud Isse                      Tel: 03 83901019

### Trainers and Assessors

The trainers at Alpha International College Australia supervise all training and assessments. In addition, trainers are responsible for day-to-day course administration. Trainers and assessors must, by law, maintain current and accurate records of student attendance and participation.

Trainers and assessors must, by law, maintain current and accurate records of student attendance and participation.

## Organisation Chart



# Important Entry Requirements Information

## English Admission Requirements

English language requirements for International students:

International students applying for AICA courses either offshore or on-shore will be required to qualify in any one (1) of the following:

- i. Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into the course;
- ii. IELTS score of 5.0 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course;
- iii. IELTS score of 4.5 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course;
- iv. vi) Completion of a full-time Certificate III level course or above in Australia English as the first language Or
- v. vii) to provide evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States
- vi. Results older than two years are not acceptable.

## Student Attendance

Students must attend all classes. The trainer will mark the roll at the beginning of each class to mark your attendance.

Students whose attendance falls below 80%, or who have been absent for more than 5 consecutive days, will be contacted by the trainer and/or Operations Manager by email/phone and in writing.

Students must then immediately rectify the situation by making an appointment with the Operations Manager for a training plan and by attending classes again.

If a student believes that the attendance reporting is inaccurate or unfair, they may access the complaints and appeals process which is available from the Operations Manager and is also available on the web-site of AICA.

International students who do not immediately begin attending classes and meet with the Operations Manager will be reported to the Department of Home Affairs (DHA) via PRISMS after 20 days if no complaint or appeal has been filed.

If a complaint or appeal has been filed, no report will be made to the Department of Home Affairs (DHA) until the outcome of the complaint or appeal has been determined or finalised.





Students enrollment will be kept active until both internal and external appeal process has been completed. For more details, kindly visit AICA's website.

## Sick Leave

Students who feel they are unable to undertake any aspect of the qualification as a result of their feeling ill are required to submit a medical certificate from a registered medical practitioner to Alpha International College Australia.

Whilst missed assessments and deadlines will be entered onto class rolls, these must be made up for before a Certificate or Statement of Attainment can be issued.

## Staff Responsibilities for Access/Equity and Equal Opportunity Issues

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, socio-economic 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.

## Student Selection

We encourage applications from all genders of all cultures and groups provided that they meet the specified guidelines for selection. All enrolment enquiries are coordinated by the Operations Manager.

Students wishing to enroll in any courses at Alpha International College Australia must be at least 18 years old.

## Enrolment

The best way to enroll in any of the courses is to email or call us. You will be provided with:

- International Student Handbook
- Information about Recognition of Prior Learning (RPL), Credit Transfer
- A current Fee Schedule detailing tuition fees and other associated course costs
- Refund Information
- Complaints and Appeals Information
- Course Information
- 

When you have been accepted into the course you must pay an enrolment fee to secure your position. No Certificate or Statement of Attainment will be issued until all course tuition fees have been paid in full.

The CEO will be making a decision about your enrolment based on the information you provide so it is important that you provide us with everything we require.

## 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.

## Orientation

Orientation at AICA takes place on the first day of course commencement.

All students are required to go through orientation program. AICA will ensure that an age and culturally sensitive orientation programmed is delivered. This program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

Support services available to assist overseas students to help the adjust to study and life in Australia.

- Being safe on campus and around campus.
- English Language and study assistance programs



- Any relevant legal services
- Emergency and health services
- AICA facilities and resources
- Complaints and Appeals processes as outlined in Standard 10 (Complaints and Appeals)
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general general or personal circumstance that are adversely affecting their education in Australia.
- Services students can access for information on their employment rights and condition, and how to resolve workplace issues, such as throughout the Fair work Ombudsman.

After Orientation program, Students will be taken for a tour of the campus and surrounding area.

Any additional questions you may have will be answered accordingly.

# Fee Structures

## Compulsory Fees

The tuition fees for each of the qualifications provided by Alpha International College Australia as well as fees for Recognition of Prior Learning (RPL) are summarized in the Fee Schedule which you received from administration prior to enrolment. Contained in this Fee Schedule and on website is detailed information regarding total fees, payment terms, the nature of guarantees, fees and charges for additional services, refund policy, and fees paid in advance.

Fee payment schedules may be negotiated on an individual basis with the CEO. Non-payment of fees may result in suspension or, for ongoing nonpayment, cancellation of registration and non-awarding of a qualification or statement. 0402 611 804

## Fee Payment and Refund Policy

Initial payment of fees is payable when the student enrolls into a course. The student will be required to pay an application/enrolment fee, material fee and initial tuition fee deposit prior to commencement. Please note that application/enrolment fee is one-time fee to cover cost of administration related costs and a non-refundable fee. Fee has been scheduled to ensure that AICA will not collect more than the initial tuition fee amount as stated on your offer letter. Along with this, AICA will not receive more than 50% of the students' total fee for a course before the student has begun their course unless the course has only one study period, which is 24 weeks or less. 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.

Any amount of fees paid before the start of the course will be reflected on your Confirmation of Enrolment (COE). After commencement, the student will be invoiced every 70 days for remaining tuition fee.

Please refer to detailed payment plan in fee payment and refund policy available at AICA website <https://www.alphatrainingcollege.edu.au>.



## Refund Policy

All students' refunds are conditional on the following:

### A. COURSE WITHDRAWAL

- i. Where a written notice of withdrawal is received by the college at least 12 full weeks before the agreed start date of the course or term, the college will refund 100% of the fee received except application fee.
- ii. Where the college receives a written notice of withdrawal within 6 to 11 full weeks before the agreed start date of the course or term, the college will refund 50% of the fee received except application fee.
- iii. Where the college receives a written notice of withdrawal within 5 full weeks or less before the agreed start date of the course or term, no refund will be provided.
- iv. Where the college receives a written notice of withdrawal after the start date of the course or term, no refund will be provided.
- v. Where the student defaults, including withdrawing from a course, after the course/term start date, student are liable to pay full tuition fee and there will be no refund of paid tuition fees.
- vi. It should also be noted that if your enrolment falls within no refund time lines before the agreed start date of the course, then there will be no refund before.

For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund as enrolment falls in no refund time period of 5 full weeks prior to the agreed start date of the course.

- vii. If the refund application is approved, Refund will be paid within the period of 28 days (20 working days) after receiving written notification/claim from student and relevant forms duly signed by the student.
- viii. The college must have received funds in order for any refunds to be made available (i.e., cheques are cleared)

### B. STUDENT DEFAULTS

An overseas student or intending overseas student defaults, in relation to a course at a location, if the student himself/herself initiates termination of enrolment like:

- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) the student withdraws from the course at the location (after the agreed starting day); or

c) the college refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:

- the student failed to pay an amount payable to the college for the course;
- the student breached a condition of his/her student visa;
- misbehavior by the student (Note: the student is entitled to natural justice under subsection 47A(3))

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A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the college defaults in relation to the course at the college. No refund is payable for student default.

#### C. VISA REFUSAL

If a student visa application or visa renewal is refused by the Australian Government, a refund of course fees, less enrolment, will be made and visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47E (4).

The calculation under subsection 47E (4) is as follows:

The amount of unspent pre-paid fees that the college must refund the student for the purpose of

Subsection 47E (2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount the lesser of:

- a. 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- b. the sum of \$500.

Students must provide the College with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:

The refund amount = weekly tuition fee x the number of weeks in the default period

- a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x seven (7). This amount is rounded up to the nearest whole dollar.
- b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / seven (7).



No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

#### **D. PROVIDER DEFAULT**

- i. In the unlikely event that the college is unable to start or deliver the course (known as provider default), 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.
- ii. 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 fees 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.
- iii. If the college is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

#### **E. SPECIAL CIRCUMSTANCES**

Where a student withdraws from the course and returns home 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, less any administration fees, will be refunded.

### **Refund Process**

- a) The Student must apply for refund using the Refund Application Form/Course withdrawal form (Ap-pendix 1) along with the evidence and supporting documents. Such documents may include, but are not limited to:
  - a completed Course Withdrawal Form provided by the college,
  - a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
  - Proof of extenuating circumstances of a compassionate nature.
- b) Refunds will be made within 28 days (20 working days) of the receipt of completed refund application form along with full supporting document by the college.



- c) Student can nominate a person(s), other than the overseas student, who can receive a refund in re-spect of the overseas student identified in the written agreement, consistent with the ESOS Act.

## Payment of Refunds

Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.

Refund to International banks are made in the Australian currency where by student will receive refund amount equivalent to Australian Dollar exchange rate on the date of transfer.

### Note: Timeline for refund

It is to be noted that refund will be made available to students differently based on student's default and providers default.

**In case of Student default:** Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.

**In case of Provider's default:** Refund will be paid within the period of 14 days after cessation of the course.

Please refer to the course refund table below for details:

AICA COURSE FEE REFUND TABLE			
Withdrawal at least <b>12</b> full weeks prior to agree start date.	100%	100%	No refund
Withdrawal between <b>6</b> to <b>11</b> full weeks prior to the agreed Start Date.	50%	100%	No refund
Withdrawal in <b>5</b> full weeks or less	No refund	No refund	No refund

Withdrawal after course start date	No refund	No refund	No refund
Course withdrawn by the college	100%	100%	100%
Application rejected by the college	100%	100%	100%
The course is not provided fully to the student because the college has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to course commencement	Total amount of the pre-paid fees received by AICA for the course in respect of the student course less the following amount (a) 5% of the total amount of pre-paid fees that the college received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser	100%	100%
Visa is refused after commencement of studies due to not meeting visa requirements	The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course/ number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7	The refund amount = weekly material fee x the number of weeks in the default period a. The weekly material fee = total material fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the	No refund

		period to which the payment relates/7	
RPL fee	No refund if Statement of Attainment is provided	No refund	No refund
Visa refused due to submission of fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdraws from the course without notification or breaches their Visa conditions	No refund	No refund	No refund
Withdrawal after the agreed start date	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The college cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
<p>Note: If a student's enrolment falls within no refund time lines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund. For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls in no refund time period of 5 weeks prior to the agreed start date of the course.</p>			

## Student's Right to Appeal

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

## Change to Conditions

Alpha International College Australia reserves the right to change fees, conditions, course times or course commencement dates. You will be notified as soon as practicable of any changes to the operation of Alpha International College Australia. If there are any changes that may affect your training and/or assessment, including in relation to any third party arrangements or changes in ownership, you will be notified as soon as practicable.

## Skills Recognition

AICA recognises that not all students learn in the same manner and hence will make any necessary adjustment to meet the needs of a variety of students. In conformity with Standard 2 of National Code 2018, AICA grants course credit to students with suitable prior learning or experience through its Skill Recognition Process by way of:

1. Recognition of Prior Learning (RPL)
2. Credit Transfer (CT)

For the purposes of the National code 2018, course credit is defined as follows:

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'

## Recognition and Prior Learning

### National Recognition

Alpha International College Australia recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisations. Students must map those qualifications to the course currently being undertaken.

To apply for national recognition, simply email a copy of the original Certificate or Statement of Attainment and complete the application for RPL through the CEO.

### Recognition of Prior Learning

All students are offered the opportunity to apply for recognition of their existing skills prior to the course commencement. To do this, applicants should ask for an RPL Kit relevant to the course in which they are enrolling. RPL kits are available from the Operations Manager. The costs associated with RPL are summarised in the Fee Schedule.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other RTO's operating under the Standards for Registered Training Organisations (RTOs) 2015.

All assessments of RPL applications are reviewed by the CEO who is qualified to conduct the assessment.

From time to time or when deemed necessary, we will have an additional person or subject expert to be part of the assessment process. The assessment of RPL by the CEO is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Students may request a review of the RPL decision through our appeals procedure outlined in this International Student Handbook.



No recognition will be given to theoretical training other than that covered examinations and Alpha International College Australia reserves the right to conduct an LLN assessment.

**Note:**

AICA does not guarantee that:

- A learner (student) will successfully complete his or her a training or a successful education assessment outcome for the student or intending student.
- A training can be completed in a manner which does not meet requirements of Clause 1.1 and 1.2 or
- A learner will obtain a particular employment outcome.

## Credit Transfer

When you have completed a unit of study at another RTO, that is identical to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

To apply for Credit Transfer, fill out the Credit Transfer form which is available from the Operations Manager and attach copies of you evidence (e.g. Statement of Attainment or Certificate) before emailing it back to the CEO to show you have completed that unit. (Note: For detailed processes of the CT and RPL please refer below for our policy and procedure of Credit Transfer and Recognition Prior Learning.)

## Credit Transfer

- Credit transfer is available to all students enrolling in any course on our scope of registration. Credit transfer means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Provider. Students who have completed identical units from their course at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment.
- AICA recognizes other Australian Qualification Framework (AQF) for regulated qualifications and Statements of Attainment awarded by other schools and institutes. Credit will be awarded for matched qualifications, units or modules.
- The credential may be a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as certificate or diploma.
- The body issuing the credential must be a registered training organisation (RTO) with ASQA and a State/Territory Recognition Authority where required. The college has the right to check the issuing organisation's registered status if desired.

- The Operations Manager checks existing qualifications against the current National Training Package, to determine whether the applicant's skills, as represented by the Certificates and/or Statements of Attainment, match the units of competency and critical evidence of the proposed course.
- Students applying for Credit Transfer (Form 14) are advised to either bring along with them the original Certificate or Statement of Attainment or send certified/verified copies if applying overseas.
- For granted Credit Transfer prior to VISA grant, Alpha International College Australia Pty Ltd will indicate the reduced length of actual course duration on the CoE.
- For granted Credit Transfer after VISA grant, Alpha International College Australia Pty Ltd will indicate the change in course duration via PRISMS under Section 19 of the ESOS Act.
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### Recognition of Prior Learning

- Recognition of Prior Learning (RPL) is the formal acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning occurred. This is an important assessment pathway, particularly for those who are considering doing some study. The recognition gained may considerably reduce the study time needed to obtain a qualification. The student's knowledge and skills are assessed against competencies of the qualification that they want to achieve. The following may be taken into account during the assessment: The student's in paid and/or unpaid work experience Results from informal or formal training and education, including employment and work experience Evidence that required learning and competency outcomes have been achieved during informal learning
- To have prior learning recognised, the student must be able to show that the skills are still current and meet today's industry standards and are benchmarked against the requirements of qualifications of current National Training Packages. The student will need to produce recent evidence of his/her skills and knowledge and how that might relate to the requirements of the training package within Australia.
- They will also need to provide contact details of referees who can confirm their abilities such as supervisors or others in the community, who have seen their skills and knowledge applied in the workplace.
- The four steps to receiving RPL are initiated when the student completes an Application Form (Form 21a) and submits the completed Application Form and any fees payable to Alpha International College Australia Pty Ltd.
- Upon receipt of the application form and fees payable, the CEO will appoint a suitable assessor whose function will be to assist the student with their application and then to assess the evidence provided in relation to the RPL application.



- The qualified assessor will make contact with the student within five working days to discuss the application and arrange a meeting at a mutually convenient time either by phone, Skype or face-to-face. The assessor will assist the student with access to the relevant units and advice on how to complete the RPL application kit and the assessor will also discuss what reliable evidence they should bring in with them.
- The student will provide evidence to support the RPL application and a copy of the student RPL application form and all verified supporting documentation will be placed on the student file. The assessor will assess the evidence in relation to: validity, reliability, flexibility and fairness. Once this is completed a record of the RPL process must be signed by the student and the assessor.
- Within 7 days, the assessor will provide a written report to the CEO in relation to their assessment of the evidence provided and the outcome. The CEO will write to the student confirming the results of the assessment and if necessary ask for additional evidence to be provided.
- When the assessor provides the final written confirmation that the evidence is sufficient to determine competency in each of the units of competency for which RPL has been applied for, the CEO will grant the RPL and it will be recorded as a 'Competent' outcome in the student's file and the student will also be sent a letter confirming the assessment result.
- Alpha International College Australia Pty Ltd does not grant Course Credit by RPL prior to granting of the Visa as often practical demonstrations are required to confirm competency. If Alpha International College Australia Pty Ltd grants Course Credit by RPL after granting of the Visa, the change in course duration is reported via PRISMS under Section 19 of the Education and Services for Overseas Students (ESOS) Act.
- Where the assessor has determined that there has been insufficient evidence to warrant a 'competent' assessment, the student will be notified in writing and information regarding the Assessment Appeal Process will be provided. Students may use Alpha International College Australia Pty Ltd's appeal procedures if dissatisfied with the outcome of their RPL application.
- The appeal must be completed within one month of the initial application. Where this time elapses due to the student not providing supporting evidence to substantiate the application, an additional application and assessment fee must be paid.
- Students wishing to appeal an RPL assessment decision should complete an Assessment Appeal form and return it to the CEO within five days of having been notified of the formal assessment decision.
- The CEO will appoint an assessor (being not the assessor who undertook the initial assessment) to: Make contact with the student to discuss the basis of their appeal To review the evidence provided together with any additional evidence which the student is able to provide Make a final assessment decision Report the final assessment decision to the CEO

- The CEO will update the records and student file to record the relevant result against each unit of competency. The CEO will also send a letter to the student confirming the assessment result.
- The student will be provided with the RPL and CT Student Feedback Form (Form 20). On this form the student will be required to indicate whether they accept or not accept the course credit granted. This feedback will be used to review the RPL and CT procedures.
- The assessment appeal procedure must be completed within one month of receipt of the assessment appeal form and reported through PRISMS within 10 days of approval.

# Your Rights and Obligations

## Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. International students must have OSHC while in Australia for the duration of their course of study. The OSHC must be paid before a student visa is issued.

AICA can assist you in applying for Allianz Global Assistance OSHC if you wish. Contact our Student Services. You can find out about OSHC at the bottom of this student handbook under Important Information for Overseas students.

## Full Time Study

Australian law requires international students to undertake a full-time study load. A full-time study load is normally a minimum of 20 hours face-to-face scheduled course per week for at least 40 weeks each calendar year or continuous 12-month period. Please see (<https://www.homeaffairs.gov.au/>) for more information.

## Change of Address

Upon arriving in Australia, you are required to advise the college of your residential address, email address, mobile phone number and emergency contact details. Any changes to these details must be notified to AICA within 7 days of the change. It is extremely important that students notify the college of a change of address as, under Section 20 of the ESOS Act 2000, the college is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. The college may also send written notices to you to help prevent breaches of your visa conditions. As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is your responsibility and in your own interests to ensure that your address details are always up-to-date at the College. Additional information on student visa issues is available on the DHA web site at Department of Home Affairs (DHA) <https://www.homeaffairs.gov.au/>.

## Code of 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.

## General Misconduct

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony or other activity
- Refuse to leave a property after being reasonably requested to do so
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of AICA or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the AICA.
- Contravenes any rules or acts.
- willfully disobeys or disregards any lawful order or direction from AICA personnel.
- refuses to identify him or herself when lawfully asked to do so by an officer of the AICA;
- fails to comply with any penalty imposed for breach of discipline;

- misbehaves in a class, meeting or other activity under the control or supervision of the AICA, or on AICA's premises or other premises to which the student has access as a student of AICA;
- fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student as a student of the AICA or breaches any of AICA rules;
- AICA will not tolerate sexual harassment. Sexual harassment is any deliberate verbal or physical sexual conduct that is unwelcome and uninvited. Sexual harassment may include such actions as: leering, patting, pinching, touching or unnecessary familiarity.
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the AICA premises while acting as AICA student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;

A formal discipline / warning system exist, and continued misconduct/disruptive behavior may result in students being expelled and DHA advised.

AICA will issue the student with a written warning before taking any actions.

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

Students have the right to appeal a decision made by AICA to defer, suspend or cancel their studies and have 20 working days to access AICA's complaints and appeals process prior to AICA taking action to suspend or cancel the student's enrolment.

## What can you do if you are being discriminated against, harassed or bullied?

All staff and Students have a right to work in an environment free of any form of harassment and discrimination,

Directly inform the alleged offender (verbally or in writing) that you object to their behavior and that you do not want it repeated; OR

If this does not resolve the situation or if you do not feel able to undertake such an approach, you can speak to a Student Support Officer or member of AICA management who will advise you in strict confidence; OR

Lodge a Formal Complaint / Appeal; OR a further option is to contact the Office of the Commissioner for Equal Opportunity for advice.



Victorian Equal Opportunity & Human Rights Commission,

Level 3, 204 Lygon Street, Carlton, Vic 3053

Telephone: 1300 891 848 or (03) 9032 3583

Fax: [1300 891 858](tel:1300891858) (except Legal Unit matters)

Email: [information@veohrc.vic.gov.au](mailto:information@veohrc.vic.gov.au)

Opening hours: 9am–5pm Monday to Friday

Enquiry Line: Opening hours 9am–12.30pm and 1.30pm–4.30pm Monday to Friday.

**Phone:** [1300 292 153](tel:1300292153) or [\(03\) 9032 3583](tel:0390323583)

**TTY:** [1300 289 621](tel:1300289621)

**Email:** [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)

These are government organisations that operate in complete confidence and aim to settle such matters in an informal way. However, if conciliation is unsuccessful, the Commission can refer matters to the Equal Opportunity Board, which can hand down legally enforceable decisions.

Do not ignore harassment, bullying, victimisation or discrimination, thinking it will go away. Silence gives the impression that it is acceptable.

AICA is committed to providing an environment, which is safe for its employees and students and free of discrimination, harassment and bullying. Students will not be disadvantaged in their opportunities because of lodging a complaint. Your support is sought in monitoring and avoiding practices, attitudes and traditions that lead to discrimination and bullying.

## Safety

The Work Health and Safety Act in Victoria is enforced and safety is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by us. Your trainers and assessors have been specially trained in our safety standards.

Should you be asked to do anything you feel is unsafe:

# Training and Assessments

## Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Training and assessment aims to make sure that the individuals participating in the training and assessment have the competence to undertake their work role to the standard expected in the relevant workplace.

An individual can be assessed during their training, at the end of their training, or without even undertaking any training (for example if they believe they are already competent).

Those being assessed are often referred to as students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed.

## Mode of Study and Delivery Approach

All courses at AICA are delivered face to face in a classroom along with practical experience with access to computer and internet for 20 hour a week over four days.

AICA uses a range of delivery approaches to ensure its courses are delivered at highest standards. Course delivery approaches include: Classroom lectures, practicals, presentations and learning management system, tutorials and self-study . During class time, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations. The training delivery includes but is not limited to:

- Power point presentation on topics discussed during session.
- Role-play and case studies in the classroom to reinforce the required interpersonal skills for individual and group work.
- Context related training activities in the classroom involving individuals, pairs and small group activities.
- Student resource workbooks and access to books and power point presentations in AICA's learning management system, to support training, independent reading and research projects.

Within assessment, students will be required to participate in case studies, study Centre that includes templates, case studies and scenarios which closely reflect workplace processes and unexpected or contingency related activities.

### 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: <ul style="list-style-type: none"><li>• 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</li><li>• assessment of knowledge and skills is integrated with their practical application</li><li>• assessment is based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations</li><li>• Judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.</li></ul>
<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> <ul style="list-style-type: none"> <li>• Equitable and culturally and linguistically appropriate.</li> <li>• Involve procedures in which criteria for judging performance are made clear to all students.</li> <li>• Employ a participatory approach</li> </ul>
<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, We will achieve this through:</p> <ul style="list-style-type: none"> <li>• 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. validation and moderation of assessment materials;</li> <li>• Assessing competencies held by students no matter how or where they have been acquired.</li> </ul>

#### *Rules of Evidence*

<b>Validity</b>	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.
<b>Sufficiency</b>	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.
<b>Authenticity</b>	The assessor is assured that the evidence presented for assessment is the student's own work.
<b>Currency</b>	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.

## 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 a 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).

## Re-assessment

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.

## Assessment Appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the assessor or student support officer and discuss the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either the course coordinator and/or head of department. If students are still dissatisfied, students can appeal formally and in writing to have the result reviewed. For more information, please refer to complaints and appeals policy of AICA available at website <https://www.alphatrainingcollege.edu.au/>

## Attendance Procedures and Course Progress

### Attendance

International students studying courses at AICA are expected to attend all classes to facilitate effective learning. Although AICA's reporting is based on course progress but students are expected to attend all class for effective learning. Students in courses at AICA will be reported to the Department of Home affairs (DHA) only on the basis of unsatisfactory course progress (see Academic Progress below).

For further information, please refer to AICA's Monitoring Course progress and attendance Policy and Procedures on <https://www.alphatrainingcollege.edu.au/>

### Academic Progress

The College will adopt the Student Academic Progression method which is to ensure that the academic progress of students in their course is reliably and effectively monitored, and that systems are in place to promote early detection of, and provision of support to students who are not meeting progression requirements and are at risk of exclusion from their Course.

The purpose of monitoring is to identify students who

- may be at risk of not completing the course within the expected duration, and/or
- are not achieving satisfactory course progress.

By monitoring students, providers can identify those for whom an intervention strategy must be implemented.

Students whose work is not satisfactory i.e. unsatisfactory course progress will be contacted by the trainer and/or Academic Manager by email/phone and in writing. Students must then immediately rectify the situation by making an appointment with the Academic CEO for a training plan and by attending classes again. Intervention

strategy will be discussed and implemented to provide support to students and to ensure that they are able to attend classes regularly and maintain satisfactory course progress.

The Academic CEO will also determine if the student needs to be referred to Student Services for welfare counseling. If a student believes that the attendance reporting is inaccurate or unjustified, they may access the complaints and appeals process within 20 days. International students who do not meet with the Academic CEO will be reported to the Department of Home Affairs via PRISMS after 20 days if no complaint / appeal has been filed.

If a complaint / appeal has been filed, no report will be made to the Department of Home Affairs (DHA) until the outcome of the complaint/appeal has been determined. If the reason for absence is approved by both the Operations Manager and the CEO as being a compassionate and/or compelling circumstance, the student may not be reported to the Department of Home Affairs as long as they have met with the Operations Manager, have tried to rectify the problem, and have started attending classes again.

## Self-Study

All AICA students are required to self-study at home to maintain a satisfactory course progress. To Work on assignments and task for self-study, all students are expected to have access to a laptop or computer with the Windows 7 operating system or higher at their own cost.

## Qualifications to be issued

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.

## Academic Misconduct

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 off 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

### Currency of training

AICA implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. AICA ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

### Pathways to Higher Education

AICA's graduates may seek credits to the relevant degree programs in Australian universities. AICA has no special arrangements with any Australian university and there is no guaranteed entry into university program.

## Graduation

Once you have successfully completed all of the units of competency required by your course, you will receive your Certificate in the mail. The Certificate will list the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

## Incomplete Qualifications

If you leave the course without actually completing and being deemed competent in all of the assessments, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

## Reissuing Qualifications

If you need additional copies of your qualification, then application must be made to the CEO of Alpha International College Australia in writing with proof of identity provided. Ideally you should attend Alpha International College Australia to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

## Assessment

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the unit.

Assessments are not intended to be a stressful activity - they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.



It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

## Trainers as Assessors

Your Trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and industry experience.

## Feedback

Alpha International College Australia actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from the CEO.

We monitor compliance with the standards for Registered Training Organisations and the National Code standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken

## Suspension, Deferral, Cancellation

Students are expected to complete their course within the timeframe mentioned in the CEO. However, if you do wish to suspend, defer or transfer to another provider, please follow the following procedure:

**Suspension & Deferral of your course** – International students are expected to complete their course by the date on their CoE. Suspensions and Deferrals will only be granted under exceptional and compelling circumstances, and can only be granted by the CEO in writing. In the case that you are granted a suspension or deferral, a new CoE will be issued reflecting the new completion date and the Department of Home Affairs will be notified. Contact Student Administration for more details.

## College Obligations

### Students Transfer between providers

A student may only transfer to another provider within their first 6 months of their primary course following the issue of a Letter of Release by AICA. Transfer of a student shall be considered following a formal application by the student using Application to Transfer Provider Form (Form 70). The letter of release shall be provided without cost to the student.

Students must apply for a letter of release on the appropriate form. Applications for a letter of release will be considered by the CEO and responded to within 10 days of being received by Alpha International College Australia. A letter of release will be granted in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.

AICA will accept students from another registered provider only if they have completed six months of their principal course, except where any of the following apply:

The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.

The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.

The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS

any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Transfer of students between providers policy has been documented to provide detailed information to students on transfer between registered providers. The procedures outlined in the policy ensure that AICA does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

Kindly refer to this policy for more details on <https://www.alphatrainingcollege.edu.au>.

### Access and Equity operating principles

It is the responsibility of all AICA staff members to ensure the requirements of the Access and Equity policy are met at all times. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Alpha International College Australia aims to ensure that access to employment and training is available, regardless of gender, socio-economic background, disability, ethnic origin, age or race. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote students. All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

## 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.'

## Complaints and Appeals Procedures

Standard 10 of the National code 2018 **requires AICA to have arrangements in place for a person or body independent of and external to AICA to hear complaints or appeals arising from the AICA's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.**

AICA has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing AICA's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with the outcome, the student may request mediation through the Overseas Student Ombudsman.

Refer to Student's complaints and appeals policy and procedures available at website <https://www.alphatrainingcollege.edu.au> for more details.

## Complaints

### What can a complaint be about?

A complaint can be about:

- any aspect of the service provided, or not provided by AICA
- any aspect of the training and assessment
- the behavior or decisions of staff, or
- policies and/or procedures of AICA
- any action by any relevant 3rd party

### Outcome

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, AICA will immediately

implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action or outcome.

Written record of the complaints or Appeal and statement of the outcome will be kept and maintained by AICA.

Examples of an external or independent body or person may include:

- private conciliators or dispute resolution counselors
- a complaints and appeals body established by a peak industry body
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

IMP NOTE: The Overseas Students Ombudsman is a free and independent service

The Overseas Students Ombudsman contact details are:

Website: <http://www.ombudsman.gov.au/>

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Contact Number: 1300 362 072

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

The Ombudsman (OSO) also:

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

For further information, please visit [www.oso.gov.au](http://www.oso.gov.au) or contact overseas student ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST).

In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates).  
Outside Australia, call +61 2 6276 011.

Note: Enrollment will be kept Active until both internal and external complaints handling process has been conducted.

## Support Services

As per **Standard 6.3 of National code 2018 AICA** will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas students' place of study or the mode of study of the course, at no additional cost to the overseas student. AICA will provide an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are free of cost.

**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 counseling 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.

According to the **Standard 6.7 of National code 2018**, AICA ensures that its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students.

Support and services provided are:

### Language, Literacy and Numeracy (LLN) support and Pre Training Review

The CEO may ask that you undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

- The pre-training review will be conducted prior to enrolment and LL&N test will be conducted prior to course commencement. This is done to ensure that prospective students are placed into the correct course and to identify any LL&N deficiencies.
- In the event that a Trainer and Assessor identifies students with LL&N difficulties, they implement appropriate strategies to assist them with their learning and those students that require or request additional LL&N support.
- LL&N requirements of the training package are identified; qualified Trainers and Assessors develop course materials and assessment tools keeping them in mind.

- Relevant employees are provided with the necessary training to ensure they have the skills required to manage with LL&N 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 counseling, 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 Counseling Services will be organised where student is identified in need of counseling and may take the form of advice or referral to other services. Personal counseling 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 counseling

### Arrival Assistance

AICA can provide students who need help with arrival assistance by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk available at Melbourne airport, run by the government. It is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. For Welcome Desk opening hours, visit [studymelbourne.vic.gov.au](http://studymelbourne.vic.gov.au).

### Study Melbourne Student Centre (SMSC)

The SMSC offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. SMSC can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. . Support staff can be contacted via a 24-hour free phone line.

SMSC is located on 17 Hardware Lane, in Melbourne CBD.

Opening hours: Monday-Friday 9:00am to 5:00pm, or visit <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

## 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;
- 

### Flexible Learning Strategies & Assessment Procedures (Intervention strategies)

We customise our training/assessments to meet your specific needs. If you are having difficulty progressing and/or achieving competency in any unit please discuss the matter with your Trainer, and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on-or off-the-job assignments or projects. All training is delivered as workplace/simulated workplace based training as defined in the training and assessment strategy.

Students are required to complete all assessment tasks and be provided with formal feedback on their assessment sheet.

Students will also be advised whether their assessment outcome is competent or not yet competent.

The Trainer and Operations Manager will monitor students' progress through the course, at the end point of every study period.

Appropriate follow-up action will be implemented where students are at risk of not completing the course. (eg. if their attendance falls below 80% or if they have been deemed "Not Yet Competent" in 50% of the units in any study period.) Students who are deemed "at risk" will:

- Be contacted by phone and/or email and in writing by the Operations Manager
- Meet with the Operations Manager to create an academic strategy for the student to conduct activities by certain deadlines in order to catch up and/or develop missing skills
- Have regular meetings at agreed upon times with the Operations Manager to ensure that they are meeting agreed upon deadlines as indicated in their academic strategy
- Students who are deemed "at risk" will be notified in writing. International students will also be notified of the intention to notify DHA via PRISMS of their unsatisfactory course progress. This written notification will advise the students that they may access the complaints and appeals system and they must do so within 20 days.

If a notified "at risk" student does not lodge a complaint or appeal within 20 days, or if the student withdraws from the complaints and appeals process, the DHA will be notified via PRISMS.



The Operations Manager must ensure that international students are enrolled in a reasonable workload and that at all times.

The Operations Manager must ensure that no more than 25% of an international student's total course is by distance or online learning, AND at least one unit is NOT by distance or online learning in any compulsory study period.

International Students are expected to complete their course within the prescribed time period on their CoE. Extensions will only be given in exceptional circumstances.

### Student Welfare Services

AICA has a designated Student Support Officer to assist in providing a basic counseling service to all students. This service assists students facing 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.
- **Accommodation** – Accommodation advice is available to all international students from the point of application through to the completion of their course. AICA will provide up to date information on accommodation options and or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **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. Students will be given a detailed description 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.
- Any student **visa conditions** relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions. Students can seek help from Student

support officer if they have any concerns regarding visa requirements and conditions.

- AICA can also refer students to **external Counseling 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.

## Support Staff

**Admission & Enrolment officer:** Admission and Enrolment Officer handles all admissions and enrolment related issues specific course related queries.

**Student Support Officer:** Provides academic and non-academic counseling to Students and handle course related queries.

**Accommodation and Health Support Officer:** Handle all student accommodations and health related queries.

**First AID / Student health and Safety Officer:** Handles all general course, enrolment, and Medical, Student Safety and administration queries.

**Trainers and Assessors:** Handles all specific course related queries and assessment issues.

**IT support:** Handle all IT issue related to classrooms or IT Labs, Remote Lab access issues, LMS related issues.

**Reception:** Our reception is open to assist Students from 9:00 am to 5:00pm Monday to Friday.

## External Services

**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) 9231 2211

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

**The National Translating and Interpreting Service:** 131 450

**Life Line 24-hour Counseling Services:** 131 114

**Solicitors/ Lawyer:**

The Institute of Arbitrators & Mediators Australia: Free call 1800 651 650  
Victoria Legal Aid  
d: [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)

**Places of Worship**

Churches: [www.australianchurches.net](http://www.australianchurches.net)  
Mosques: [www.living-in-melbourne.com/muslims-mosques-in-melbourne.html](http://www.living-in-melbourne.com/muslims-mosques-in-melbourne.html)  
Temples Australia: [www.hinducouncil.com.au](http://www.hinducouncil.com.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 counseling service)

**Men's line Australia:** 1300 78 99 78

**Grief line** (Telephone Counseling 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 737732 188 or 1800 Respect

**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

**Critical Incidents**

As per standard 6.8 of National Code 2018, AICA has its critical Incident policy in place. This standard mandates AICA to have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

<ul style="list-style-type: none"> <li>• accidents</li> <li>• Threats of harm, theft, sexual assault etc.</li> <li>• Chemical, radiation or bio-hazard spillage;</li> <li>• collapse or major building damage</li> <li>• dangerous or threatening person</li> <li>• death, serious injury or any threat of these</li> <li>• disappearance or removal of staff or</li> <li>• student(s)</li> <li>• domestic violence, drug/alcohol abuse</li> </ul>	<ul style="list-style-type: none"> <li>• Fire, explosions, gas leak, weapons, bombs</li> <li>• incidents involving siege, hostage,</li> <li>• injury or death of a student, staff member or member of the public</li> <li>• medical emergencies</li> <li>• missing students</li> <li>• natural disasters such as earthquake,</li> <li>• floods or windstorms</li> <li>• outbreak of disease</li> </ul>
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**Immediate Action**-If you need assistance dealing with critical incident

- contact emergency help line immediately by calling 000 and
- inform College staff or PEO/CEO.

If no staff is available around you and danger to life or safety occurs, you are required to Identify nature of critical Incident and consequences, call emergency services as soon as possible on **Triple Zero i.e. 000**.

When you call **Triple Zero (000)** it will prompt if you want **Police, Fire or Ambulance**.

Stay calm, do not shout, speak slowly and clearly, and tell emergency services exactly where to come. Give an address or location.

After providing details of emergency, contact PEO as soon as practicable. If this is not possible, then contact the senior most person available and brief them about the incident and its status.

On receipt of news or information regarding a critical incident, the CEO or senior person will do following:

- Create for themselves a clear understanding of the known facts.

- If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.
- Ensure safety of students and staff including evacuation (if not done already).
- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.
- Be present when emergency arrive and liaise with emergency services
- Deploy college resources and supervise critical incident and emergency response.
- If counseling services are required, contact Life Line on 13 11 14
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on best way of assisting student.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Any action taken in regard to a critical incident is recorded to include outcomes or evidence if the incident is referred to another person or agency.

Refer to Critical Incident policy available on website

<https://www.alphatrainingcollege.edu.au> for more details.

## Health and safety on campus and off campus

### Safety On campus

Students are required to be safe while they are on campus. AICA does not tolerate any kind of misbehavior, sexual harassment or sexual assault. In order to be safe on campus, students should:

- Stay alert at all time keeping yourself and others safe.
- Students are required to observe safety signs, read instructions and be aware of the security and emergency arrangements at AICA campus.
- First aid box and list of first aid officers are displayed on campus notice board.
- Check train, tram or bus shuttle services timetable before leaving campus for out of office hours.
- If students drive to AICA campus, try to park close to campus and use well-lit car parks.
- When leaving AICA at night try to walk with a friend or group, and take paths that are well lit and ideally frequently used by other people.
- Students are required to report all incidents and suspicious behavior to staff of AICA immediately, no matter how minor it is.

*AICA will support and guide you at every step.*

***For Initial contact person on campus, kindly refer to Table 1: Support staff and initial contact person on campus (provided in this policy above).***

## Safety-Off Campus

In order to be safe off campus, students must:

- Observe safety signs; be attentive while using escalators, road crossings and public transport.
- Use first carriage on the train while traveling late nights.
- Avoid taking shortcuts through dark lanes, parks while walking late night.
- Walk in groups, stay in lit up area of station, preferably within reach of emergency intercom at the station during late nights.
- While walking always observe crossing lights, while driving observe road signs and adhere to speed limits.

Important safety related links:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

<https://www.crimestoppersvic.com.au/project-studysafe/>

## Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131126
Care Ring: 24 hour counseling service	136169
Life Line: 24 hour service	131114
Public transport & timetables	131638
Accident Towing	131176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040

Maritime and Aviation Rescue	9674 3000
Nurse On Call: AMA Victoria's Doctor Search	1300 606024

# Important Information for Overseas Students

## Visa Requirements

Student Visas are issued by the Australian Department of Home Affairs (DHA). There are a number of specific requirements that must be met before a student visa can be granted. These requirements vary, depending on your nationality, the assessment level of your country and the level/type of study you intend to undertake in Australia.

The typical key requirements you will need to meet are:

- Issued an electronic Confirmation of Enrolment (eCoE) certificate
- Meet the Genuine Temporary Entrant requirement. Read more about this on the Department of Home Affairs (DHA) website.
- Sufficient funds for airfares, course fees and living costs.
- English language proficiency.
- Meet health and character requirements.
- Acceptable Overseas Student Health Cover (OSHC).

Student visa requirements include:

- You must satisfy course requirements by remaining enrolled in a CRICOS registered course and maintaining satisfactory course progress requirements.
- You must achieve satisfactory result in accordance with the policies and standards maintained by AICA.
- You must maintain adequate Overseas Student Health Cover (OSHC) during your stay in Australia.
- You must notify your education provider of any change in your residential address within seven days of the change
- you can work in paid employment for no more than 40 hours a fortnight provided that work does not interfere with your studies (there are no limitations to working during recognised holiday periods)

AICA will ensure that:

- Course progress of student is continuously monitored on accordance with standard 8 of National code 2018.
- Expected duration of study specified in the overseas student's CoE does not exceed the CRICOS registered duration.
- Overseas students' attendance is continuously monitored as a condition of registration. The minimum requirement for attendance is 80% of the scheduled contact hours for the course.



- Documents, policies and processes are implemented to notify, and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

For further information regarding student visas, please visit the DHA website at <https://www.homeaffairs.gov.au/>

**Note:** AICA does not claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by AICA.

## Overseas Students Health Cover (OSHC)

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. International students must have OSHC while in Australia for the duration of their course of study or prior to your arrival in Australia.

You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia. Membership of any health insurance scheme in your home country does not exempt you from having OSHC. Exemptions are only available if you are a Norwegian student covered by the Norwegian National Insurance Scheme; a Swedish student covered by the National Board of Student Aid or by Kammarkollegiet; a Belgian student covered under the Reciprocal Health Care Agreement with Australia.

Students must be covered by OSHC from the day they arrive in Australia, until the end date of their visa. It is their responsibility however to ensure that their OSHC is up to date once the initial coverage expires after one year. Students need to arrange their private health insurance. AICA can assist you to arrange your private health insurance (OHSC) from amongst several providers of OSHC in Australia, for the duration of your study. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)  
BUPA Australia <https://www.bupa.com.au/health-insurance/oshc>  
Medibank Private <https://www.medibankoshc.com.au/>  
OSHC World care [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

Your OSHC will help you pay for any medical or hospital care you may need while you are studying in Australia and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

The cost\* of OSHC (Bupa) for 2019 is as follows:

OSHC 2019	Single	Couple	Family
1 Year	516.12	3,000.36	5,372.40
2 Year	1,056.00	6,124.80	12,344.64

\*Prices are correct at the time of printing.

For more details on OSHC visit

<https://www.homeaffairs.gov.au> or <http://www.studyinaustralia.gov.au/>

## School-aged dependents

Most student visas allow you to bring your family members to Australia as your dependents. As a prospective International student, you are required to enrol any of your school-age dependents in Australian government or non-government schools and pay full fees for their study. You will also need to provide OSHC membership for your family.

Please check with DHA about bringing your family, as there are certain restrictions depending on the assessment level of your country.

## Study vs Work hours

You have approximately 20-21 hours of study time per week. Classes run across five days and between 9:30am and 4:30 p.m. You will generally be expected to attend the college four days a week for around seven hours per day. During study time you are allowed to work up to 40 hours per fortnight. During the official holidays, you can work full time. Please see <https://www.homeaffairs.gov.au/> for more information.

## Tax File Number

When you commence work, you should apply for a Tax File Number (TFN). This ensures that the correct amount of tax is deducted from your earnings. It also allows you to

claim a refund at the end of the financial year. Most of the students who work part-time are eligible for a refund.

For more details kindly visit [www.ato.gov.au](http://www.ato.gov.au)



# Privacy Statement

## Privacy

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information is collected on AICA's forms and during your enrolment in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code 2018. Information collected about you on AICA form and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on the forms or during your enrolment can be disclosed without your consent where the college is authorized or required by law to do so. You can access information collected from you on the forms and during your enrolment by contacting Student Administration at the college.

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.

It is very important that you read the Student Handbook carefully before enrolling with AICA to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.

The 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 students to take action under the Australian Consumer Law if the Australian Law applies.

## 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.

# Living in Australia

## Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and communities. AICA takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

## Language

Although English is the official language, more than 4 million Australians speak a language other than English; more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. Nearly all people from other English-speaking nations easily understand English, as it is spoken in Australia. As you improve your English, you will learn some of Australia's colourful and often humorous slangs, and have fun explaining the meanings to friends and relatives.

## Religion

Australia is predominantly a Christian country however; all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

## Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors and many complementary healthcare practitioners too (Traditional Chinese Medicine, naturopathy, acupuncture, kinesiology etc.). International students studying in

Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (See, Student Visa Obligations, in this section).

## Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods that they are used to at home. Students can sample almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés and Aussie pubs. For those who like takeaway, most of the major global fast food chains are well represented.

## Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organizations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

## Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. See Living in Melbourne below for more details.

## Driving

Tourist students may drive in Australia on a valid Overseas Driver's License, but if the document is not in English, the visitor must carry a translation with the permit. An International Driver's License alone is not sufficient.

## Taxis

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicates if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometer travelled. You do not need to tip taxi drivers.



## Uber

Uber service is also available at airport and there is designated pick up place available outside airport for Uber customers.

## Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Australia's largest telecommunications company, Telstra, often situated on street corners, runs public telephones. Telstra public pay phones accept a variety of coins and Telstra phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets such as post offices and newsagents in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as Visa and MasterCard and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers including Vodafone, Optus, and Virgin mobile. A local call from a payphone costs \$0.50c. Calls interstate (STD) may cost between \$0.50c and \$0.75c per minute. Calls to mobiles cost \$1.00 per minute.

## Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. For more information on Living in Australia costs, visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

## Travel

During term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals

## Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques in virtually any

currency. Major hotels and some shops, depending on individual store policy, will also cash travelers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank, are a popular alternative.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au). Normal bank trading hours are from Monday to Friday 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings.

## Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa and MasterCard.

## Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured \$1 and \$2 coins.

## Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

## Finding Accommodation

The following types of accommodation are available for international students.

### Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may

need to ask about how adaptable meal times are in relation to your studies and other commitments. There are different types of home stay arrangements:

Cost: A\$110.00 - A\$270.00 per week

### Full Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some home stay providers may even do your laundry.

Cost: A\$110.00 - A\$270.00 per week

### Half Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A\$ 70.00 - A\$ 100.00 per week

### Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises). You are responsible for paying all bills (except water and council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A\$100.00 - A\$400.00 (unfurnished)

Useful internet sites for student housing are:

<http://www.find-studentaccommodation.com>

<http://homestaydirect.com.au>

<http://gumtree.com.au>

<http://flatmatefinders.com.au>

<http://www.studymelbourne.vic.gov.au>

Useful rental accommodation websites are:

[www.realestate.com.au](http://www.realestate.com.au)

[www.domain.com.au](http://www.domain.com.au)

[www.realestateview.com.au](http://www.realestateview.com.au)

## Cost of Living

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

### Accommodation

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$85 to \$215 per week
- **Rental** - \$165 to \$440 per week

### Other living expenses

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (hire)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

### Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12-month living cost is

- **You** - \$20,290
- **Partner or spouse** - \$7,100
- **Child** - \$3,040

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>(opens in a new window).

The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneysmart.gov.au](http://www.moneysmart.gov.au)(opens in a new window)

If you experience financial trouble while in Australia, talk to college's student support staff for assistance.

# Living in Melbourne

## Melbourne

Melbourne is the capital city of the State of Victoria. It is situated on the banks of Yarra River and around the beautiful beaches of Port Phillip Bay. It is an attractive, spacious city with an abundance of parks, gardens, sporting venues and scenic places. Melbourne is also a sprawling city with suburbs extending up to 60km from the city centre.

Melbourne is a truly multicultural city. The population is approximately 4 million. There are now people from over 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and more than 2,300 elegant and cosmopolitan restaurants, bistros and cafés.

Melbourne is considered to be the fashion (and shopping) capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs. For more information please visit [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au).

## Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to average daily temperatures: Spring - September to November - 12-22C, Summer - December to February - 28-32C, Autumn - March to May - 12 - 20C Winter - June to August - 10 - 15C.

Melbourne does not have a specific wet season; it can rain at any time of the year.

## Festival City

Known as Australia's festival city, Melbourne provides lively festival entertainment every month. Major festivals include Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Melbourne International Film Festival, Spring Fashion Week and the Melbourne Fringe Festival.

Melbourne's primary community venue, Federation Square, hosts a great many multicultural festivals throughout the year such as the Indian Film Festival, Diwali Indian

Festival of Light, Buddha's Day, Nepal Festival, Thai Culture and Food Festival and Fiesta Malaysia.

Melbourne's music festivals are many ranging from indie music events that attract popular international acts to jazz festivals. Some of the International sporting events include Spring Racing Carnival (Melbourne Cup), Australian Open (Grand Slam tennis), Grand Prix Motor Racing, World Series and Test cricket and Bells Beach Surf Classic

## Entertainment

Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

## Public transport tickets

Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased prior to travel at train stations, some tram stops or retail outlets such as 7Eleven. Tickets are not available on public transport. For more information, visit: [www.myki.com.au](http://www.myki.com.au). Fare evasion attracts steep fines. Melbourne is divided into travel zones and your ticket type and cost depends on which zone you are going to travel in and for how long. There is free tram zone in the CBD area (effective 1 Jan 2015). If your tram journey starts or finishes outside the Free Tram Zone, you need to touch on to ensure you have a valid ticket. Visit [www.myki.com.au](http://www.myki.com.au) and Public Transport Victoria at <http://ptv.vic.gov.au/> for more details. Cost: approximately \$25- \$38 a week.

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.*





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