



INTERNATIONAL STUDENT INDUCTION MANUAL



Welcome!

As Principal Executive Officer, I welcome you to The Academy of International Education (Australia), and would like to take this opportunity to encourage you to use this guide as an important resource as you make your way through your induction program.

THE ORGANISATION

The Academy of International Education (Australia) is a commercial training organisation that is committed to the delivery of quality vocational training in the hospitality and business management industries to its international students.

This is achieved by offering innovative and creative training programs that are flexible and designed to suit the needs of students, employers and industry.

THE PEOPLE

Educators will be there to assist students over the duration of the training program and are always available by contacting the office. We also have a Student Support Officer, Mr Matthew Greskie, available should you be having any problems with adapting to your new lifestyle or learning commitments.

Our services are flexible and tailored to suit the needs of the workplace, along with the requirements of the accredited training program in which students are enrolled.

We look forward to working with you to ensure an enjoyable and rewarding relationship.

Michael Cheng

Principal Executive Officer

Introduction

The Academy of International Education (Australia) is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia.

Student Induction

Orientation/induction is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at The Academy of International Education (Australia). In addition, The Academy of International Education (Australia) staff will be introduced, a tour of the institute and the surrounding area will take place, and an opportunity to ask questions will be given.

The Academy of International Education (Australia)'s Training Locations

The Academy of International Education (Australia)'s Head Office is located at 47 Butler Street, Richmond, Victoria, Australia, and all theoretical training will be conducted at this facility, as well as the practical components of hairdressing programs in TAIE's hairdressing training salon.

All practical training in Asian and Commercial Cookery will be conducted at commercial kitchens in Melbourne, Victoria leased by TAIE.

TAIE's theoretical training rooms are equipped with desks, chairs, whiteboards, overhead projectors, lighting and heating. Student amenities include a kitchen with microwave and refrigerator, common room, as well as male and female restroom amenities. TAIE's Head Office is situated within 5 minutes of Melbourne's CBD and can be accessed via tram, train and/or bus. Students will be able to access a variety of eating establishments and retail shops, as all are within easy walking distance of both training facilities.

Should TAIE purchase or lease new facilities, students will be advised at least 4 weeks prior to any intended relocation of training premises.

Student Support Services

The Academy of International Education (Australia) has a Student Support Officer, Mr Matthew Greskie, available to assist if you have problems with school or anything else that may be causing you concern. Should a student require professional counselling, they will be referred to a qualified Counsellor. Contact details for all TAIE staff will be given to students at induction on the day of commencement. TAIE cares about our students and seeks to ensure your stay with us is not only academically rewarding, but also that it is an enjoyable one.

Important information and Emergency contact:

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| College contact detail: The Academy of International Education (Australia) 47 Butler Street Richmond VIC 3121 Phone: (+61 3) 9429 3188 Fax: (+61 3) 9429 6388 Website: taie.com.au | Department of Immigration and Citizenship (DIAC) Ground Floor 2 Lonsdale Street Melbourne VIC 3000 Counter hours: 0900-1600 hours Phone: 131 881 |
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| Emergency telephone number: Police, Fire, Ambulance | Phone: 000 |
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| Conselling, information and referral Lifeline | Phone: 131114 |
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| Poisons information (24 hour service) | Phone: 131126 |
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| Suicide Help Line (24 hour service) | Phone: 1300 651 251 |
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| Victoria Legal Aid | Phone: 9269 0120 |
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| Hospital Epworth Richmond 89 Bridge Road Richmond Vic 3121 Phone: 9426 6666 | Medical Centre Melbourne City Medical Centre 222 Exhibition Street Melbourne VIC 3000 Phone: 9639 9600 |
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Change of Address

Upon arriving in Australia you are required to advise The Academy of International Education (Australia) of your residential address and telephone number and of any subsequent changes to your residential address within 7 days.

This is extremely important. Under the ESOS Act 2000, The Academy of International Education (Australia) is obliged to serve a notice at your last known address if you breach your student visa condition relating to academic performance.

It is your responsibility to ensure that you always update your address details at The Academy of International Education (Australia) to ensure you receive important information about your course, fees and possible breaches of your student visa. Additional information on student visa issues is available on the Department of Immigration and Multicultural Affairs (DIMA) Internet site on www.immi.gov.au.

Full Time Study

Australian law requires International students to study at a full time study load. The only reason why you may undertake a reduced study load is because you need to

undertake a part-time enrolment to complete a course of study where you need to repeat one or more failed units **for the first time**.

International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units more than once. Students in this situation will be guided by the Training Manager on what alternative subjects may be available or which subjects they can undertake to ensure they have a 100% full time study load.

Dependents

Any family members of school age (between 5 and 18 years) living in Australia must attend school in Australia. Dependents of persons holding a student visa are required to pay full fees in any academy, college or university that they enrol in whilst in Australia.

Satisfactory Attendance

Students are required by TAIE to maintain a minimum of 80% per semester attendance throughout the duration of the training program. Please be aware that if your attendance drops to near 80%, The Academy of International Education (Australia) is required to review your involvement, counsel you and, if poor attendance persists, and your attendance drops below 70%, report you to DIAC. Should this occur, and following completion of the Appeals process, TAIE will notify DIAC, which will put you in breach of your visa conditions, and you will be required to attend DIAC to discuss your attendance. Further details as to how attendance is assessed can be obtained from the college's Attendance Procedure available online and at college reception.

Satisfactory Progress

Students are required to maintain satisfactory academic progress. Each semester TAIE will review your progress, and as a general rule, TAIE will be required to report your progress to DIAC, if you fail competencies that total more than 50% of the total number of units in which you are enrolled in for any given semester. Students' individual training plan will be used as a tool to monitor course progress.

Should this occur, and following completion of the Appeals process, TAIE will notify DIAC, which will put you in breach of your visa conditions, and you will be required to attend DIAC to discuss your academic progress.

Intervention Strategies

The Academy of International Education (Australia) has documented intervention strategies for identifying and assisting students at risk of not meeting course progress requirements. These strategies outline procedures for contacting/counseling students at risk, strategies to assist them to achieve satisfactory course progress, and timelines of when intervention strategies are to be activated. Further information regarding Intervention Strategies can be obtained from the college website and student information stand on campus.

Requests for Transfer

In line with Standard 7's intent that a student has the right of choice, it is The Academy of International Education (Australia)'s policy to release any student requesting a transfer to another training provider prior to six months completion of their course, providing that the student has:

1. Completed a Transfer Request Form – available upon request
2. Supplied TAIE with a valid Offer Letter from another training provider
3. Paid their current semester's fees in full

Should a Request for Transfer be authorised by the Principal Executive Officer, a Letter of Release will be issued at no cost to the student.

Deferment, Suspension & Cancellation

The Academy of International Education (Australia) has a policy and procedure in place for deferring, suspending or cancelling a student's enrolment, whether initiated as a result of a student request or by The Academy of International Education (Australia).

Student requesting for deferment/suspension/Cancellation of study must submit to Administration the following:

1. Completed the Deferment/Suspension/Cancellation of Study Application form,
2. Written and valid supporting documents

The Academy of International Education (Australia) will only grant a deferment of commencement or suspension of studies for compassionate and compelling circumstances.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime when this has impacted on the student.(these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

The Academy of International Education (Australia) may initiate a suspension or cancellation of studies on the grounds of misbehaviour of a student, in accordance

with TAIE's Student Code of Conduct, Sexual Harassment, Workplace Bullying and Disciplinary Procedures, or failure to pay required fees. Students have the right to appeal any decision made by TAIE in relation to suspension or cancellation of their studies.

It should also be noted that students who have been suspended for more than 28 days are required by DIAC to return to their home country, unless extenuating circumstances prevent them from so doing. Students should visit the DIAC website, contact the Help Line or visit a DIAC office for further advice.

Full details of TAIE's Deferment, Suspension & Cancellation policy and procedure including forms can be obtained from college reception or via the college website.

Discrimination / Harassment Policy

Sexual harassment and discrimination are unacceptable behaviours, which will not be tolerated. As well as being unlawful, they are also against The Academy of International Education (Australia)' work ethics and corporate values.

Harassment is any uninvited, unwelcome behaviour of a sexual or racial nature (which may be physical, verbal or visual and/or written including electronic formats), requests for sexual favours, or any other form of unsolicited or unwelcome conduct of another person. It can be male to female, female to male or to a person of the same sex.

It is important to understand that whilst single occurrences of unacceptable behaviour may appear relatively minor, when continued over a long time they can become very stressful. Harassment can be either deliberate or unintentional and seen to be 'normal' or 'in good fun', particularly by the person doing the harassing.

As in any area of personal interaction, the boundaries of what constitutes harassment may vary from person to person. In addition, one person may have different boundaries for different relationships. It is the responsibility of all persons to recognise and respect the boundaries set by others.

Workplace Harassment, Victimisation & Bullying

Workplace harassment almost always has a strong clear focus (eg: sex, race, disability). It tends to focus on the individual because of what not who they are. It has a strong physical component, for example: contact and touch in all its forms, intrusion into personal space and possessions, damage to possessions - including a person's work, etc.

Victimisation and bullying is persistent, offensive, abusive, intimidating or insulting behaviour, abuse of power which makes the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence and which may cause them to suffer stress.

Victimisation and bullying differs from harassment in that the focus is rarely based on gender, race or disability. The focus is often on competence, or rather the alleged lack of competence.

These types of behaviour are not acceptable in any way by The Academy of International Education (Australia), and are considered disciplinary offences.

Disciplinary Policy for Students

To ensure a transparent and equitable process for disciplinary procedures, it is the responsibility of the Executive Director, to ensure that:

Where disciplinary action is necessary, the Executive Director shall notify the student of the reason. The first warning must be verbal and will be recorded on the student's personal file. A union representative shall be present if desired by either party.

If the problem continues, the matter will be discussed with the student by the Executive Director, and a second warning in writing will be given to him/her and recorded on his/her personal file. A union representative shall be present if desired by either party.

If the problem continues, the Executive Director will see the student again. If a final warning is to be given, then it shall be issued in writing and a copy sent to any relevant third party. A union representative shall be present if desired by either party.

In the event of the matter recurring, then the student may be terminated. No dismissals are to take place without the authority of the Executive Director.

Dismissal of a student may still occur for acts of "serious and wilful misconduct".

If a dispute should arise over the disciplinary action, the course of action to be followed is that the matter shall be referred to an appropriate arbitrator for resolution. Such resolution shall be accepted by both parties as final.

If after any warning, a period of twelve months elapses without any further warnings or action being required, all adverse reports relating to the warning must be removed from the student's personal file.

Access & Equity Policy

The aim of The Academy of International Education (Australia)'s Access & Equity Policy is to meet the needs of individuals and the community as a whole through the integration of access and equity guidelines. The key principles of this policy are:

- The Academy of International Education (Australia) recognises the need for implementation of equity principles via the fair allocation of resources

- All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum
- The Academy of International Education (Australia) recognises the right to equality of opportunity without discrimination for all members of the community

Pathways to Further Study

Graduates of The Academy of International Education (Australia) courses may seek credits to the relevant degree programs in Australian Universities. There is no guaranteed entry into University programs, however, as a general rule, students with high marks will have the best chance of being accepted by a University. At this point in time no articulation arrangements are in place with Australian universities.

Course Delivery

Training will be delivered via teacher led classroom delivery, workshops, performances, tutorials, supervised study and work experience. Integrated delivery of some units will also occur. All training will be conducted at TAIE's training facility.

Course Assessment

In general terms assessment during training will involve:

- *Observation of performance in class and training salon*
- *Case studies / Projects / Assignments / Presentations / Role plays*
- *Written tests and exams*
- *Integrated assessment of some units may occur*

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for. Students will be given an opportunity for at least one re-assessment for any competencies not achieved on the first attempt.

Recognition of Prior Learning

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment, and must be made using the Application Form that will be provided upon request. It should be noted that:

- *Students must sign a record of acceptance of the RPL granted.*
- *Where RPL is granted before the issue of a visa, the net course duration, as reduced by RPL, will be indicated on the eCoE issued for that student.*
- *Where RPL is granted after the issue of a visa, the resulting change of course duration will be reported to DIAC.*
- *Where RPL is granted, the student's course will be reviewed so that the student has a full time load.*
- *There is fee charge for RPL process.*
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Recognition of Other Qualifications / Credit transfer

Registered Training Organisations and TAFE Colleges must recognise the qualifications and statements of attainment issued by any other Registered Training organisation. This means that you may be eligible for credit towards courses conducted by other Registered Training Organisations and TAFE Colleges based on what you achieve with The Academy of International Education (Australia). Students who have completed units from their course at other institutions will be given recognition on presentation of a verified transcript and Award or Statement of Attainment. An application for Recognition of Qualification can be obtained upon request at college reception and via the college website – www.taie.com.au

Complaints/Appeals Procedure

The Academy of International Education (Australia) has a Complaints & Appeals Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The Complaints & Appeals Procedure includes a requirement that an independent external mediator will be appointed if the student is dissatisfied with the resolution proposed by TAIE. The independent external mediator will be provided through the Australian Council for Private Education & Training (ACPET). There will be fee involved for using external review services, please refer to ACPET website www.acpet.edu.au, for more information. The Complaints and Appeals Procedure will be explained to all students as part of the induction process and copies of the policies are available on request from college administration and in the student information stands on campus in Richmond.

The Academy of International Education (Australia)'s Complaints & Appeals Procedure does not circumscribe a student's right to pursue other legal remedies.

Relevant Legislation

It is the responsibility of The Academy of International Education (Australia) and all staff to ensure the requirements of relevant legislation are met at all times. Use the websites indicated, or contact the Quality Manager if you require further information.

Requests for Refund

Refunds will only be considered upon receipt of a completed Refund Request Form, which may be obtained from the student's education agent (if applicable) or directly from TAIE's website – www.taie.com.au.

All refunds **will be authorised by the Principal** Executive Officer, and refunds will only be considered in the following situation:

All fees and charges have been paid prior to course commencement, unless a "payment plan" has been arranged with the TAIE.

Refunds will be refunded to the source of payment within 14 days of receipt of a written Refund Request Form, and will include a statement explaining how the refund was calculated.

The following payments are not subject to refund:

- Application Fee
- Enrolment Fee
- Accommodation Assistance Fee
- Airport Reception Fee

Tuition Fees are subject to refund in the following circumstances:

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| Visa refused | Full refund of tuition fees |
| Withdrawal notified in writing and received by The Academy of International Education (Australia) 10 weeks or more prior to commencement of semester | 75% refund of tuition fees |
| Withdrawal notified in writing and received by The Academy of International Education (Australia) between 0-10 weeks prior to commencement of semester | 25% refund of tuition fees |
| Withdrawal notified in writing and received by The Academy of International Education (Australia) on the commencement date or after the semester commences | No refund of tuition fees |
| Student's visa is terminated | No refund of fees for their current semester. Tuition fees paid for future semesters or courses will be refunded less the first 10 weeks fees and 25% of the remaining fees. |

This agreement does not remove a student's right to take further action under Australian Consumer Protection laws or to pursue other legal remedies.

Students who believe they have been charged an incorrect fee or given an incorrect refund are entitled to dispute the decision using The Academy of International Education (Australia)'s Complaints & Appeals Procedure.

Refunds If TAIE Defaults on Providing Training

The ESOS Act requires tuition fees and application fees to be refunded in full if:

- The course does not start on the agreed starting date that is notified in the offer letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the institute has a sanction imposed by the government regulator

Full refunds will be made within 14 days of the date of any of the above three events, and will be accompanied by a written statement explaining how the refund has been calculated.

Privacy Policy

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Privacy Act that students can access personal information held by The Academy of International Education (Australia) and may request corrections to information that is incorrect or out of date.

Access & Equity policy

The Academy of International Education (Australia) has an Access & Equity Policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Use of Personal Information

Information provided by students may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

The Academy of International Education (Australia) is required, under s19 of the ESOS Act 2000, to tell the Department about: changes to a student's enrolment, as well as any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

Working in Australia

Students can apply for a student visa with permission to work in Australia after commencement of their course of study. A fee will have to be paid for this visa. Australian immigration laws allow students to work for a limited number of hours, currently 20 hours per week, however, work is not easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees.

Students are not permitted to work if it interferes with their study.

Accommodation

The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house or you can share a flat or house with other people (an arrangement called “share accommodation”). When you make a decision about where to live, you need to balance the cost of higher rents in the city areas with the lower rents and higher transport costs of living in the suburbs.

There are some vacancies that you can check on the Age newspaper website: www.theage.com.au. Please click on “property”, then click on either “renting” or “sharing” for more information. Rental properties can also be accessed via www.realestate.com.au – this site offers a range of accommodation with various real estate agents throughout Melbourne.

Another useful site for renting a place of your own is to visit the Victoria Real Estate Agent website on <http://www.review.com.au>. This site lists real estate agents by suburb in alphabetical order.

Student Code of Behaviour

The Code of Behaviour requires the following rights to be respected and adhered to at all times by students.

- *The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status*
- *The right to be free from all forms of intimidation*
- *The right to work in a safe, clean, orderly and cooperative environment*
- *The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse*
- *The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure)*
- *The right to work and learn in a supportive environment without interference from others*
- *The right to express and share ideas and to ask questions*
- *The right to be treated with politeness and courteously at all times*