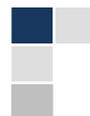


STUDENT HANDBOOK



CONTENTS

Welcome.....	2
ABOUT US	3
Our Vision.....	4
What is VET?	4
Australian Qualifications Framework Structure	5
Orientation / Induction	6
Feedback and review.....	7
CODE OF CONDUCT – STUDENT	7
POLICIES & PROCEDURES	8
Access and Equity.....	8
Access to Records	9
Complaints and Appeals	9
Emergency	9
Issuing of Results.....	11
OH&S	11
Privacy	11
Recognition of Qualifications (RPL & CT)	12
Refund.....	12
Student Discipline/ Misconduct	13
Training and Assessment	13
Withdrawal.....	14
LEGISLATION	15
STUDENT SUPPORT	16



Welcome

As Principal Executive Officer, I welcome you to The Academy of International Education *Australia* (TAIE), and would like to take this opportunity to encourage you to use this guide as an important resource whilst you are studying at The Academy of International Education.

THE ORGANISATION

The Academy of International Education *Australia* is a commercial training organisation that is committed to the delivery of quality vocational education and training to its students.

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

THE PEOPLE

Our Trainers and Assessors are there to assist you over the duration of your course and are always available by contacting the office.

The Student Support Officer is also available to offer support and suggest extra-curricular activities for students to further enrich your life and can be contacted via the office network. Our Office Administration is also here to complement your training and support staff with extensive knowledge of policies and procedures.

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

Regards,

Michael Cheng

Principal Executive Officer



ABOUT US

The Academy of International Education *Australia*

Provider Number: 21863

CRICOS Provider No: 02819G

Contact Details

Head Office:

47 Butler Street
Richmond VIC 3121

E: info@taie.com.au

P: (03) 9429 3188

F: (03) 9429 6388

W: www.taie.com.au



Studies Offered

Hospitality

English

Hairdressing

Training level classifications as follows:

Skills Deepening

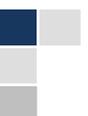
Diploma and Advanced Diploma level. For people who wish to progress to a higher level within their industry.

Skills Building

Certificates III and IV. For people who wish to enter a skilled trade or practice an occupation that requires skills beyond the basic level.

Skills Creation

Certificates I and II. For people who wish to undertake basic industry training.



Our Vision

“Our success is your success”

The Academy of International Education (Australia) is committed to the delivery of quality vocational training and assessment to all of our clients.

OUR MISSION:

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

And by consistently providing superior customer service through the use of quality materials, effective and sustainable work practices, and prompt and courteous service.

OUR VALUES:

- Transformation – Lives
- Achievement – Aspirations
- Innovation – Practices
- Excellence – Expectation



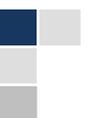
What is VET?

Vocational Education and Training (VET) aims to ensure students acquire the essential skills and knowledge required for them to competently perform tasks in the workplace to industry standards.

- *VET qualifications provide people with practical skills and information to enable them to competently perform their workplace roles.*
- *VET qualifications are part of the Australian Qualifications Framework that links all recognised education and training nationally.*
- *Vocational education and training is a process that builds partnerships to assist students to understand and plan for the employment and training options available to them*

The VET system:

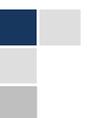
- *VET is competency based*
- *Vocational means that it is work related - students learn workplace skills to a workplace standard through the use of National Training Packages, which are specifically designed to current industry standards*
- *Enhances student's employability*
- *Increases student's self-confidence / motivation*



Australian Qualifications Framework Structure

The inverted triangular symbol (the National training logo) that will appear on the bottom of your Certificate tells employers and other stakeholders that you hold a nationally recognised qualification. The diagram below indicates the 16 qualifications of the AQF:

Secondary Education Sector	Vocational Sector	Higher Education Sector
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctorate (PhD) Masters Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree, Advance Diploma Diploma



Orientation / Induction

Prior to commencement, a Student Handbook will be given to each student so you can familiarise yourself with TAIE and know what to expect during your educational journey. During your orientation/ induction, trainers will elaborate with you and answer all questions concerning and ensure it is a positive experience.

Items covered during orientation/ induction include;

About TAIE and identify relevant staff and locations	<input checked="" type="checkbox"/>
About the Skills First Program <ul style="list-style-type: none"> All students are advised that that enrolment in a subsidised course may affect your future training options and eligibility for further government subsidised training under the Skills First Program 	<input checked="" type="checkbox"/>
Introduction to the course (content, qualification gained, pathways) <ul style="list-style-type: none"> Units of Competency included in the course Competency Based Training and Assessment 	<input checked="" type="checkbox"/>
Explain RPL/RCC and Credit Transfer	<input checked="" type="checkbox"/>
Training Room/ Facilities Tour	<input checked="" type="checkbox"/>
Student Handbook & Explain policies and procedures relating to: <ul style="list-style-type: none"> <i>Student Support</i> <i>Access and Equity (LL&N)</i> <i>Competency based training & assessment</i> <i>Student Discipline and Misconduct Policy & Procedure</i> <i>OH&S Policy & Procedure (including evacuation procedures)</i> <i>Issuing of qualifications and Statements of Attainment</i> <i>Refund Policy</i> <i>Withdrawal Policy</i> <i>Complaints & Appeals Policy & Procedure</i> <i>All legislation that may affect students (Privacy Policy)</i> 	<input checked="" type="checkbox"/>
Rights and Responsibilities <ul style="list-style-type: none"> <i>Student Rights & Responsibilities</i> <i>Student Attendance Requirements</i> <i>Trainer/Assessor Responsibilities</i> <i>RTO Responsibilities</i> <i>Workplace/ Third Party Responsibilities</i> 	<input checked="" type="checkbox"/>
Inform students of the NCVET, other surveys and continuous improvement (Including Validation)	<input checked="" type="checkbox"/>
*Completed LL&N Assessment	<input checked="" type="checkbox"/>
*Completed Training Plan	<input checked="" type="checkbox"/>

* These documents will be completed at orientation session



The



Feedback and review

PARTICIPANT FEEDBACK

As part of our commitment to continuous improvement, TAIE is keen to hear from you about your progress in completing your course. You will be provided with a survey on completion of your training to provide feedback on the quality of our training and your progress.

TAIE welcomes any feedback you feel is relevant as we see this as an opportunity to review and improve our policies and practices and to gain insight into participant satisfaction levels. If you wish to provide feedback prior to receiving our feedback survey, you can provide this to your trainer or call our Head Office.



TAIE participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER). As part of this process all Skills students are advised of the possibility of receiving a NCVER survey and/or an invitation to participate in a Department endorsed project and/or being contacted by the Commission (or persons authorised by the Commission) for audit or review purpose

CODE OF CONDUCT – STUDENT

The following Code of Conduct is intended to ensure that each member of The Academy of International Education (Australia)'s ("TAIE") community enjoys satisfactory conditions in which to study, resulting in benefits for all.

Students are expected to conduct themselves in a manner that will not discredit themselves or TAIE.

Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited:

- 1. Health & Safety**
Students are required to observe any lawful directions given by TAIE staff members in order to ensure the safety of individuals and the orderly conduct of learning programs in line with Workplace Health & Safety Legislation.
- 2. TAIE Property**
The property of TAIE, as well as that of individuals, will be respected. The unauthorised entry into, use of, theft of, damage to, or destruction of TAIE buildings, equipment or property is prohibited.
- 3. Smoking**
Smoking is not permitted in any TAIE owned or operated building.
- 4. Alcohol, Drugs & Theft**
The appropriate authority will be called to deal with students who breach the law regarding alcoholic beverages, drugs, theft and other infractions which may be carried out.



5. Possession of Dangerous Items

Students may not use or carry prohibited and/or dangerous articles/weapons whilst training.

6. Disruptive Behaviour

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

- *Obstruct or disrupt any official meeting, ceremony or other activity; or*
- *Refuse to leave TAIE property after being requested to do so; or*
- *Assault or attempt to assault any person whilst training with TAIE*

A formal disciplinary system exists within TAIE. Continued disruptive behaviour may result in students being suspension or expulsion from TAIE.

7. Attendance

Students are required to attend all classes. If students will be absent, they are required to inform TAIE by telephone. If the reason for absence is sickness, a medical certificate must be provided in excess of one day.

8. Phone Calls

Students are not to receive phone calls during training hours. Important messages are to be left at reception, which will be passed onto the student.

Mobile phones must be turned off before training commences, and will be confiscated by trainers until the end of the training session if students are found to be using a mobile phone in class.

POLICIES & PROCEDURES

Access and Equity

The Academy of International Education (Australia) (“TAIE”) is committed to providing its staff, students and clients with equal opportunity to pursue their training and development. This policy and procedure is to be used by TAIE to integrate access and equity principles into its training and assessment activities.

Access and Equity Principles include:

1. Equity for all people through the fair and appropriate allocation of resources
2. Equality of opportunity for all people without discrimination
3. Access for all people to appropriate quality training and assessment services
4. Increased opportunity for people to participate in training

Australian federal and state legislation stipulates that education providers must not discriminate against groups or individuals in any form, inclusive of:

- Age
- Gender
- Marital status
- Race
- Sexuality
- Physical or intellectual disability

TAIE is committed to providing equal opportunity and promoting inclusive practices for all students within the limit of our resources. As a Trainer/Assessor you need to be aware of, and abide by these principles.



Issuing of Results

This Policy is to ensure all students of The Academy of International Education (Australia) (TAIE) are issued with results and certificates for training undertaken, and that a system is maintained to provide notification of results where appropriate.

Results will record all competencies in which the student has enrolled and code results as follows:

•	<i>Competent</i>	=	C
•	<i>Not Yet Competent</i>	=	NYC
•	<i>Credit Transfer</i>	=	CT
•	<i>Withdrawn</i>	=	W
•	<i>Recognition of Prior Learning</i>	=	RPL

**For more information see: Issuing of Results Policy & Procedure
(Available on request)**

OH&S

Under the Occupational Health & Safety (OH&S) Act 2004 (VIC), OH&S Regulation 2007 (VIC) and The Academy of International Education (Australia) ("TAIE") has a key responsibility to ensuring the health & safety of staff, students & visitors. TAIE has a duty to provide and maintain so far as practicable, a working environment that is safe and without risks to health and includes:

- safe equipment and systems of work;
- provision, monitoring and maintenance of systems for the safe use, handling, storage and transportation of equipment;
- maintenance of the workplace in a safe and healthy condition;
- provision of suitable working environments and facilities;
- provision of information, training and supervision for all staff & students enabling them to work & study in a safe and healthy manner.

**For more information see: OH&S Policy & Procedure
(Available on request)**

Privacy

The Academy of International Education Australia (TAIE) treats the privacy of its students, and employees very seriously as a matter of respect for each person's fundamental right to privacy of their personal information. This policy document serves to outline TAIE's commitment to privacy in accordance with the Information Privacy Principles (IPPs) set out in the Victorian Information Privacy Act 2000.

**For more information see: Privacy Policy & Procedure
(Available on request)**



Recognition of Qualifications (RPL & CT)

The Academy of International Education (Australia) (“TAIE”) acknowledges that one of the most important features of the Australian Skills Quality authority (ASQA) is the recognition of AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations. These may be for a specific unit/s of competency, or may be a complete AQF Qualification, such as a Certificate or Diploma.

The Academy of International Education (Australia) (“TAIE”) also acknowledges the skills obtained in prior learning. This is known as Recognition of Prior Learning (RPL). RPL can be applied to reduce the potential course duration and course cost.

To ensure that the process for recognition of prior learning is controlled and conducted in a valid, reliable and fair manner, and establish a system for individuals to be assessed in nationally r For

**For more information see: Recognition of Qualifications/ CT Policy & Procedure
 Recognition of Prior Learning Policy & Procedure
 Application for Recognition of Qualification Form (CT)
 (Available on website)**

Refund

The aim of the Refund Policy is to be consistent with the requirements of the ESOS Act for international students and to ensure a fair and equitable process for issuing refunds to all students including domestic students.

- *TAIE acknowledges that all students should be encouraged to openly discuss expectations*
- *TAIE acknowledges that situations do arise whereby contracts, on the part of either party, may, as a result of unforeseen circumstances, be deemed unable to be continued*
- *TAIE will promote the principles of fairness, ethics and social justice in all dealings with students seeking refunds*

With these in mind, TAIE will:

- *Incorporate conflict management principles when resolving concerns over the issue of refunds*
- *Develop a refund process that is accessible and simple to follow*
- *Treat all applications for refund in a fair and equitable manner*
- *Advertise our Refund Policy in information given to students*

Domestic Student

Withdrawal notified in writing and received by The Academy of International Education (Australia) 10 weeks or more prior to commencement of course	<i>75% refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) between 0-10 weeks days prior to commencement of course	<i>25% refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) on the commencement date or after the course commences	<i>No refund of tuition fees</i>
The course does not start on the agreed starting date that is notified	<i>Full refund of tuition fees</i>
The course stops being provided after it starts and before it is completed	<i>Refund of unexpended tuition fees where fees have been paid in advance</i>
The course is not provided fully to the student because the institute has a sanction imposed by the government regulator	



**For more information see full policy: Refund Policy & Procedure
Refund Application Form
(Available on website)**

Student Discipline/ Misconduct

The Academy of International Education (Australia) ("TAIE") will consider principles of natural justice, equal opportunity, honesty and fairness in all its dealings with students.

All participants enrolling in courses at TAIE undertake to comply with expectations of students and to abide by policies and procedures.

REQUIREMENTS

This policy is underpinned by the following principles:

- This procedure is aligned with, and reflects the values that underpin school's teaching and learning practices and reciprocal rights and responsibilities of students and staff as expressed in the Student Induction Manual.
- The School must at all times act in accordance with due process and duty of care responsibilities
- The resolution process is based on principles of confidentiality, fairness, consistency, consultation and mediation as underpinned by TAIE policies and procedures.
- Any student who is the subject of an allegation of an act of misconduct is entitled to be regarded as not having committed the act until they admit to the misconduct or a fair and proper investigation leads to reasonable determination that they committed an act of misconduct.

**For more information see full policy: Student Discipline/ Misconduct Policy & Procedure
(Available on website)**

Training and Assessment

COMPETENCY BASED TRAINING AND ASSESSMENT

Competency Based Training

Competency-based training (CBT) develops the skills, knowledge and attitudes required to achieve competency standards.

The aim of competency-based training is to ensure that vocational education and training programs better meet the needs of industry and Australia's enterprises.

Competency Based Assessment

Competency-based assessment (CBA) consists of the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

In competency-based assessment, a student is judged to be 'Competent' or 'Not Yet Competent' against Units of Competency in a Training Package. If the evidence indicates that a student is competent, the assessor is saying that this person has demonstrated that they have the necessary skill, attitudes and knowledge to effectively perform a function or task to the standard required by an enterprise.

When a person is judged as not yet competent, they may be in need of further coaching or learning opportunities, or they may need to produce more evidence of their skills.



Assessment

TAIE Works towards assisting students to achieve success. This is achieved through a number of strategies:

- *Provision of user-friendly learning resources*
- *Consultancy services that are focused on assisting the student*
- *Availability of additional support when required*
- *Provision of information relating to the requirements of the training program, including the assessment details*
- *Developing assessment tools that are closely linked to both the training program requirements and the workplace*

Objectives of the Assessment Process

The objectives of the assessment process are:

- *To confirm that students have acquired the knowledge and skills identified in the industry competency standards*
- *To demonstrate that students are competent to the agreed industry competency standards*

Assessment methods can include, but are not limited to:

- *Projects*
- *Assignments*
- *Written Assessment*
- *Written Case studies*
- *Multiple choice questions and answers*
- *Practical demonstration*
- *Simulations*
- *Interview*
- *Oral questioning*
- *Role Plays*
- *Observation*

In keeping with the principles and practices of competency based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events. Once students have been assessed against the standards they will receive a “C” for Competent or “NYC” for Not Yet Competent. Not Yet Competent means that students have not met the requirements, and will be given the opportunity to fill any competency gaps to achieve competency.

**For more information see: Training and Assessment Policy & Procedure
(Available on request)**

Withdrawal

The Academy of International Education (Australia) (“TAIE”) is committed to providing quality customer services and providing students with the ability to withdraw from study/ course enrolment at any time, with as little inconvenience to the student as possible.

**For more information see full policy: Withdrawal Policy & Procedure
Withdrawal Form
(Available on website)**



LEGISLATION

Laws and Legislation

TAIE identifies and complies with relevant State or Territory laws including State/Territory legislation where applicable.

The acts relevant to the operation of TAIE include but not limited to:

- Information Privacy Act 2000
- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2007 (Vic)
- Equal Opportunity Act 2010
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Equal Opportunity for Woman in the Workplace Act 1999
- The Copyright Act 1968
- The Copyright Amendment (Parallel Importation)2003
- Human Rights and Equal Opportunity Commission Act 1986
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Disability Act 2006
- Racial Discrimination Act 1984
- Privacy Act 1988
- Education and Training Reform Act 2006 (Vic)
- Educational Services for Overseas Students (ESOS) Act 2000



STUDENT SUPPORT

The Academy of International Education (Australia) has a Student Support Officer, 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 and there is no charge for this referral service. Important contact details for TAIE and emergency services have been provided below. TAIE cares about our students and seeks to ensure your stay with us is not only academically rewarding, but also that an enjoyable one.

Student Support / Support Services

Police/Fire Department/Ambulance 000

24 Hour Counselling Hotlines

Lifeline 131 114

Suicide Helpline 1300 651 251

Aidsline 1800 133 392

Alcohol & Drug Information:

Directline 1800 888 236

Family Drug Help 1300 660 068

Australian Funeral Directors Association

Advice Line (03) 9859 9966

Australian Search And Rescue

Aviation Rescue 1800 815 257

Maritime Rescue 1800 641 792

Coast Guard Search & Rescue 9598 7003

Centre Against Sexual Assault 1800 806 292

Childrens' Services

Child Abuse Prevention 1800 688 009

Child Protection 13 1278 (24 Hours)

Community Legal Centres

Coburg/Brunswick Community Legal & Financial

Counselling Centre 78 Bell Street, Coburg 3058

Ph: (03) 9350 4555

Footscray Community Legal Centre 220 Nicholson

Street, Footscray 3011 Ph: (03) 9689 8444

Flemington and Kensington Community Legal

Centre 22 Bellair Street, Kensington 3031 Ph: (03)

9376 4355

Broadmeadows Community Legal Service Inc.

180 Widford Street, Broadmeadows 3047 Ph: (03)

9302 3911

Fitzroy Legal Service 124 Johnston Street, Fitzroy

3065 Fitzroy Ph: (03) 9419 3744

Darebin Community Legal Centre 265 High Street,

Preston, 3072 Ph: (03) 9484 7753

Monash Oakleigh Legal Service 60 Beddoe

Avenue, Clayton North 3168 Ph: (03) 9905 4336

YouthLaw - At Frontyard 19 King Street,

Melbourne 3000 Ph: (03) 9611 2412

Tenants Union of Victoria 55 Johnston Street,

Fitzroy 3065 Ph: (03) 9411 1444

Court Network (information, support & referral services, M-F, 9-5) (03) 9603 7433)

Eating Disorders Foundation of Victoria

(03) 9855 0318

Gay and Lesbian Switchboard Victoria

(counseling, information and referral

6-10pm daily, 2-10pm Wednesday)

(03) 9827 8544

Interpreting Service 131 450

Victoria Legal Aid (VLA) (03) 9269 0120

Maternal And Child Health Line (24 hrs) 132 229

Womens' Domestic Violence Crisis Service of Victoria 1800 015 188

Mensline Australia (for men with family and relationship concerns) 1300 789 978

Mens' Referral Service (for men concerned about their anger or violence) 1800 065 973

Nurse-On-Call (24 hour health advice and information from a registered nurse) 1300 606 024

Poisons Information Centre 131 126

Quit Line (stopping smoking) 137 848

Road Trauma Support Team

(Confidential service for people affected by road trauma) 1300 367 797

SANE Mental Illness Helpline (9-5 M-F)

1800 187 263

Mental Illness Fellowship Victoria (helpline)

8486 4222

Teen Challenge Careline (Youth suicide prevention)

1300 889 288

Disability Resource Centre (HQ) (03) 9481 6646

Relationships Australia 1300 364 277

Melbourne Sexual Health Centre 1800 032 017

