



**APEX**  
**Institute of Education**

# **ELICOS**

# **STUDENT HANDBOOK**

Apex Institute of Education Pty Ltd trading as Apex Institute of Education  
Address: Level 3 22-26 Goulburn Street, Sydney NSW 2000  
ABN: 38 130 193 207 CRICOS Provider Code: 03156M  
Telephone: 02 8007 6261  
Web: [www.apexaustralia.edu.au](http://www.apexaustralia.edu.au) Email: [info@apexaustralia.edu.au](mailto:info@apexaustralia.edu.au)

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## **Welcome Message**

Welcome to the Apex Institute of Education (AIE) and congratulations for choosing to enrol with us. This handbook provides information about the college, facilities and some important policies and rules that you must follow.

Our staff members are committed and will make your life as a student and a visitor to Australia a very enjoyable and rewarding experience. We care about you and your career goals and ambitions.

Thank you for choosing the Apex Institute of Education and we look forward to a fun and rewarding time together.

Best wishes,

Livleen Sodhi

Principal Executive Officer

## 1.0 Key Contacts

Position and Contact Email	When to contact
Student Support Officer <a href="mailto:info@apexaustralia.edu.au">info@apexaustralia.edu.au</a>	If you want assistance or help with anything in the college
Academic Manager <a href="mailto:elicos@apexaustralia.edu.au">elicos@apexaustralia.edu.au</a>	If you have any issues with classes, attendance, course difficulties or if you want to lodge a complaint or appeal
Principal Administrator <a href="mailto:rama@apexaustralia.edu.au">rama@apexaustralia.edu.au</a>	If you want to appeal the decision made by the Academic Manager
Principal Executive Officer <a href="mailto:sodhi@apexaustralia.edu.au">sodhi@apexaustralia.edu.au</a>	If you are not satisfied with the answer provided by the Principal Administrator

## 2.0 Mission, Vision and Values

Our vision is to continuously improve to become a leading education centre in delivering quality education to our learners.

Our mission is to be a leading private provider of quality training by offering outstanding student support and real academic pathways for both international and domestic students.

Our values are:

- Act at all times ethically, fairly, honestly and accurately
- Strive to provide student centred environment
- Unleash the potential within each student by providing them with opportunities, skills and knowledge
- Maintain high standards of financial probity, marketing and advertising integrity

## 3.0 Studying at AIE

### 3.1 Obtaining Student Visa

All overseas students planning to come to Australia to study must obtain a student visa. For more information about obtaining student visas, please visit [www.immi.gov.au](http://www.immi.gov.au)

### 3.2 Pre-Arrival Information

Once your enrolment is confirmed by the college and you have obtained the student visa to come to Australia, you need to plan your trip and arrival in Australia. For useful pre-arrival information, please visit <http://www.studyinaustralia.gov.au/global/live-in-australia/plan-your-departure> . If you need help with finding accommodation or airport pickup, please contact us before arrival so that we can make necessary arrangements.

### **3.3 On the First Day of your course**

On the first day of your course, you need to attend the orientation program in the college. This program is aimed at providing you important information about the college. You will be asked to undertake a placement test so that the college can determine your English level to place you in the appropriate class. Our staff will be there to help with your enquiries.

### **3.4 Seeking help**

If you have any questions relating to your studies, classes and assessments, you can talk to your teacher first. If there is any issue you can't speak to your teacher, you can speak to the Student Support Officer.

### **3.5 Facilities and resources**

AIE maintains suitable and up-to-date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. AIE maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Facilities and resources include:

- Well-equipped classrooms with chairs, tables and audio-visual equipment
- Computer lab
- WI-FI access
- Student common area with kitchenette facility
- Independent student learning area with reference books
- Printing and photocopying facility (you need to pay to for printing and photocopying)
- Students' personal noticeboard for personal advertisements and messages

### **3.6 Social activities**

AIE arranges social activities to enhance students' learning and these activities are planned in consultation with students and class teachers. Suggestions for any relevant activities are always welcome from students and teachers.

### **3.7 Texts and references**

AIE has made available the texts and references that are required by students for study purposes. The student text list will be provided to students for purchase during orientation.

## 4.0 AIE Rules and Policies

AIE is committed to high standards in the provision of English courses and other services to all AIE clients. AIE has implemented policies and procedures to ensure students' rights are protected and the students are aware of their obligations under relevant legislative and regulatory requirements.

### 4.1 Student Discipline and Code of Conduct

This code outlines student's rights and responsibilities.

Students have the right to:

- Be treated fairly and respectfully by students and staff
- Not be victimised, harassed and discriminated against on any basis
- Receive quality education that meets relevant quality assurance requirements
- Learn in comfortable venue with appropriate resources and facilities
- Receive support services that enable them to adjust to life and studies
- Be taught by qualified teachers
- Have their complaints dealt fairly and confidentially
- Access information that AIE holds up on them
- Provide suggestions and feedback on teaching, services, facilities and resources

Students are expected to:

- Be polite, courteous and honest in all dealings
- Treat all people fairly equally and with respect regardless of their race, colour, ethnic origin, religion, gender, age or disability
- Not discriminate, harass, victimise, bully or disturb others
- Not to abuse (verbal or physical) others
- Respect opinions of people from other backgrounds and cultures
- Respect the need of others to work and learn in an safe environment
- Follow the college policies, procedures, rules and health and safety signs
- Not bring anything to the college that may compromise the health and safety of others
- Notify the college if personal or contact details change
- Provide true, accurate and relevant information to the college in a timely manner
- Come to classes on time, prepared and ready to learn
- Not bring or consume alcohol on the premises
- Not bring or take drugs on the premises
- Not to come to classes under the influence of alcohol or drugs
- Not to smoke in the premises
- Not to damage or remove any property or resource of the college

- Comply with the instructions given by the staff members and teachers
- Take responsibility for their actions and decisions
- Complete all required learning and assessment activities on time and without plagiarism
- Make due payments within the timeframes
- Attend classes regularly
- Maintain satisfactory attendance and course progress

#### Disciplinary Procedure

- When disciplinary action is taken, the Academic Manager will notify the student of the reason for the action
- A verbal warning will be given to the student and documented on the student's individual file
- Where the behaviour continues after the verbal warning, the Academic Manager will counsel the student
- If a written warning is to be issued to the student, the Academic Manager shall notify the Student Admin Staff to send a Warning Letter for misbehaviour. A copy of this warning will be noted and kept on the student's individual file; and in the event that the behaviour continues beyond the written warning, the student's enrolment will be either suspended or cancelled depending on the seriousness of the breach.
- Students will be given the opportunity to access the internal complaints and appeals procedure within 20 days of the decision.

## 4.2 Privacy

AIE will ensure it operates consistently with the Australian Privacy Principles (APPs) and only collects the personal information that is necessary for the conduct of its business, and that it will use that information in the manner for which it was intended.

The purposes for which AIE collects personal information of students includes: meeting legislative requirements, maintaining enrolment and discharge of duty of care.

Student information will not be provided to anyone unless AIE has the permission from the student or is specifically required by the law.

For example student information is only given to the following bodies where required:

- ASQA: Australian Skills Quality Authority
- Secretary of the Department of Education and Training
- Director of the Tuition Protection Service (TPS)
- Department of Immigration and Border Protection (DIBP)
- NEAS
- Other law enforcement agencies as required by the law

Under the Australian Privacy Principles the student can access his/her personal information and may correct inaccurate or outdated information about them.

If you have changed your address or you want to correct incorrect information, please complete the Change of Details Form at the reception.

### **4.3 Critical Incidents**

Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident can affect people. So if you are a victim or witness of a critical incident, please speak to the Student Support Officer so that we can find ways to support you.

### **4.4 Health and Safety**

- On the first day of your course, you will be shown the campus and emergency exits. In case of emergency you must exit the building using emergency exits, so please familiarise yourself with the emergency diagrams displayed in the class rooms.
- Smoking is not allowed within the premises. Please also note that smoking is also banned in some public areas (such as bus stops, train stations etc.) in Sydney
- In case of emergency please call 000
- If you need first aid assistance, please contact Reception
- Please use the rubbish bins provided for the litter
- Never leave your belongings unattended
- Never carry large amounts of cash. Keep your wallet in your front pocket. If you keep your wallet in your bag, keep your bag in front of you all the times
- At night, stay in well-lit areas where there are lots of people
- If you feel uncomfortable or threatened, go to a busy or bright place like a shop. Be aware of your surroundings and the people around you
- Try and walk with other people rather than by yourself

### **4.5 Student Support Services**

- You can discuss about the following issues with the our Student Support Officer
  - Adjusting to life and culture in Australia;
  - Homesickness;
  - Accommodation;
  - Overseas Student Health Cover (OSHC);
  - Opening bank accounts and applying for TFNs;
  - Finding part time work;
  - Assistance with language problems;
  - Course progress and attendance requirements; or
  - Personal matters
- The above support services will be provided to you at no extra cost.
- Our Student Support Officer can also make an appointment for you to see an external counsellor if necessary



## 4.6 Monitoring Attendance

All overseas students on student visas must follow their student visa conditions and one of the conditions is to maintain satisfactory attendance. Students are encouraged to attend all scheduled classes to maintain satisfactory (attendance of at least 80% or more of scheduled course contact hours for the course.) attendance and to achieve good academic results.

- We will contact you if you have been absent for 4 consecutive days without approval. If you don't respond to our calls then we will send you a formal warning letter
- You will be identified as 'at risk' if your overall course projected attendance is below 90%. We will send you a formal warning letter if this happens.
- If your overall course projected attendance is below 80%, we will send you 'intention to report' warning. This means you have breached your student visa condition. You can appeal this decision if you have documentary evidence for your compassionate or compelling circumstances (see below)
- We may choose not to report your student visa breach to the Immigration department if you provide evidence clearly demonstrating compassionate and compelling reasons (see below) and your overall course projected attendance is at least 70%.

If you want an approved leave from studies, you must contact the Student Support Officer and complete the Deferment or Suspension of Studies Form. You also need to provide evidence to prove the reasons for your leave.

Please read the below policy and procedure for more details.

### Purpose

The purpose of this policy is to outline the Apex Institute of Education's (AIE) approach to recording and monitoring student attendance as per the requirements set out in National Code 2007 Standard 11.

### Policy Statement

AIE will:

- a) record the attendance of each student for the scheduled course contact hours for each ELICOS course in which the student is enrolled.
- b) systematically monitor students' compliance with student visa conditions relating to attendance.
- c) contact and counsel students who are at risk of failing to meet attendance requirements.
- d) report students (on student visas) to the Secretary of the Department of Education who have breached the attendance requirements.
- e) implement this attendance policy and procedure for each of its accredited vocational courses

- f) provide this policy to staff and students

## Definitions

**Satisfactory attendance** means attendance of at least 80% or more of scheduled course contact hours for the course.

### Compassionate and compelling circumstances may include:

- 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies (proof of travel required)
- a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- any other circumstances deemed compassionate or compelling by the AIE management

## Attendance Procedures

- Information provided to students

This policy is provided to students prior to enrolment and the following points are discussed during student orientation

- a) the requirements of satisfactory attendance
- b) process for monitoring and assessing satisfactory attendance
- c) the process for determining the point at which the student may be risk of meeting attendance requirements
- d) applicable support and intervention strategies
- e) the procedure for notifying students that they have failed to meet satisfactory attendance requirements.

- Marking and Recording Attendance

Teachers use class roll to mark (A – Absent and P – Present) attendance for each session. There are a total of three sessions in each day of class. Students will be deemed to be absent if they arrive more than 20 minutes late for the first session and are not present in the class during rollcall for the second and third sessions.

At the end of each day, teachers leave completed and signed roll sheets in the staff room. At the end of each week, teachers submit completed roll sheets to the Student Services Officer who will input the data into Student Management System

- Monitoring

At the end of each week, the Student Services Officer will print attendance reports from the Student Management System to identify students who were absent from classes or who may be at risk breaching the satisfactory attendance requirement. The Student Services Officer will send the following letters to student's email via the Student Management System.

Students who miss more than four consecutive days of the classes will be contacted primarily by phone by the Student Services Officer. If there is no response from the students, Academic Manager will send a formal warning letter to the student.

Students whose overall projected attendance for the course is under 90% will also be sent warning letter via email. The attendance warning letter is to caution the student that he/she is at risk of failing to meet the satisfactory attendance requirements for the course. When students attend the attendance intervention meeting, the Student Services Officer explains to the student that maintaining the satisfactory attendance is a condition of their student visa requirement and counsels them on their non-attendance. The Student Services Officer completes the Intervention Record Form. All intervention records are entered in Student Management System.

- Intention to Report

Students will be sent an "intention to report" letter if the student's overall projected attendance for the course falls below 80%. The intention to report notice will advise the student that he/she has 20 working days in which to access the AIE's Complaints and Appeals Process. AIE may choose not to report the student if the student provides evidence clearly demonstrating compassionate and compelling reasons and is attending at least 70% of the scheduled course contact hours for the course.

- Appeals

Students have 20 working days from the next day of the dated intention to report letter to appeal the AIE's decision. Completed appeal forms are forwarded to the Academic Manager who will make a decision and send an outcome letter to the student. If the student's internal appeal is successful AIE will not report the student, otherwise student will be notified of their right to lodge an external appeal as per the Complaints and Appeals policy. The student has 10 working days from the date of the appeals outcome letter to appeal externally if the internal appeal is unsuccessful. If the student does not inform AIE within this period that they intend to make an external appeal or there is no response from the student, AIE will proceed with reporting the student to DIBP.

- Reporting

AIE will report unsatisfactory attendance to the Secretary of the Department of Education via PRISMS if:

a) the student fails to appeal internally within the internal appeal period; or

- b) the internal appeal outcome supports the AIE's original decision and student did not appeal externally; or
- c) the student access external appeal and the external appeal outcome supports the AIE's original decision

The CEO reviews, prior to reporting, the intervention records, appeals records and outstanding actions for the student being reported to ensure that no errors have occurred in the process.

- Maintenance of enrolment

AIE maintains the student's enrolment throughout the internal and external appeal processes.

#### **4.7 Monitoring Course Progress**

All overseas students on student visas must follow their student visa conditions and one of the condition is to maintain satisfactory course progress. You will be given class tests every 5 weeks and your progress will depend on getting satisfactory (60% or more) results from these tests. Your teacher will discuss your progress with you to find the best way to help you learn. You can also discuss your academic problems with the Academic Manager.

Please read the below policy and procedure for more details.

##### **Policy**

AIE ELICOS students are monitored by the teaching staff and the Academic Manager to ensure that they are progressing through the ELICOS program levels within the timeframe to complete their course.

AIE will only extend the length of student study due to:

- Compassionate or compelling circumstances
- The implementation of an intervention strategy
- An approved deferment or suspension of the current study

##### **Information provided to students**

This policy is provided to students prior to enrolment and the following key points are discussed during student orientation.

- a) the requirements for achieving satisfactory course progress
- b) process for assessing satisfactory course progress
- c) intervention strategies that will be implemented for students at risk of failing to achieve satisfactory course progress
- d) the process for determining the point at which the student has failed to meet satisfactory course progress
- e) the procedure for notifying students that they have failed to meet satisfactory course progress requirements.

##### **Requirements for achieving satisfactory course progress**

In most cases, students are required to achieve an aggregate mark of 60%, with minimum scores of 55% for each of the macro skills.

Unsatisfactory course progress is when student fail to achieve the pass mark after repeating the same level

### **Assessing course progress**

Students will be assessed of their progress at the midpoint of 10 week study period after completing the assessments.

A full assessment of progress will take place at the end of 10<sup>th</sup> week for both GE and EAP courses.

Progress is assessed using the results obtained from assessment tasks. Assessment tasks will cover all four macro-skills — Reading, Writing, Speaking and Listening - and will be approved prior to use by the Academic Manager. Teachers should contact the Academic Manager for access to approved test papers.

Assessment tasks may include:

- In-class participation
- Homework tasks
- Formal and informal class tests
- Interview with a staff member
- Research assignments
- Completion of online language tasks
- Completion of computer assisted language learning (CALL) tasks
- Participation in group activities

Results and feedback obtained from the five weekly tests provide the necessary indicators to assess course progress. Academic Manager in cooperation with the class teachers monitor course progress. Students receive feedback (oral and written using a reporting template) from their class teacher and are given remedial work if they are experiencing difficulty with an activity. Caution Letters may be issued to students after the assessments if the Academic Manager and the Class Teacher believe that they need early intervention.

**Intervention strategies** may include the following:

- The student may be moved to a class at a lower English language level, e.g. from an Upper Intermediate level to an intermediate level
- Student counselling — the student will be counselled by the Academic Manager to identify any personal issues affecting course progress. The Academic Manager may develop a learning plan in cooperation with the student.
- The student may be withdrawn from the class for some one-to-one sessions with a teacher.
- Additional tasks may be set by the class teacher to work on a particular area of weakness, e.g. computer assisted language learning, reading tasks, grammar exercises, trial tests etc.
- A student mentor may be appointed to assist during classes.

Teachers are asked to recommend to the Academic Manager a strategy or strategies which will benefit students at risk in their class.

A written intervention record will be kept by the Academic Manager. Progress will be monitored weekly by the responsible teacher and reported to the Academic Manager. Regular meetings will be held with the student to monitor progress on the agreed learning plan.

### **Determining unsatisfactory progress**

Determining unsatisfactory progress is very complex when considering issues relating to educational and cultural background and individual language learning capacities, homesickness and culture shock. As problems arise, intervention strategies (listed above) will be put in place to assist individual students who are experiencing difficulties with their studies. However, in certain instances it will become clear that the student is unable to attain his/her objectives or gain entrance to higher level English or pathway courses. In these instances, a student should be required to pass on their second attempt at a particular level. Failure to achieve this will be regarded as unsatisfactory progress.

### **Notifying students of their unsatisfactory course progress**

Student will be notified of their unsatisfactory course progress through verbal and written cautions and formally by a warning letter at the end point of 10 weeks. Student who is identified as showing unsatisfactory progress by failing the level twice will be issued with an intention to report the unsatisfactory course progress letter and will have 20 days in which to lodge an appeal before their enrolment is cancelled through PRISMS. The student will be requested to make an appointment with the Academic Manager regarding this process, and may also seek an appointment with the Principal Administrator.

### **Extension of Length of Studies**

If an extension to the length of study is required, the Academic Manager oversee the changes to the student's enrolment and updating CoE in PRISMS.

## **4.8 Fees and Refunds**

### **Purpose**

The purpose of this policy is to outline Apex Institute of Education's (AIE) policy and procedure regarding fees and charges, protection of pre-paid fees and refunds provisions where warranted.

### **Policy Statement**

- AIE will publish its course related fees information in course outlines which will be made available to students through AIE website and in printed form.
- Students seeking enrolment in a course at AIE will be advised of the course related fees and charges, any non-refundable fees and refund provisions. This information is provided to students prior to the signing of agreement.
- AIE has measures in place to ensure that pre-paid fees are protected and students receive refunds where warranted – see refunds policy
- AIE through its enrolment agreement provides the following fee information to each student prior to enrolment:
  - a) The total amount of all fees including tuition fees, materials fees and any other fees relevant to the course being undertaken;
  - b) Payment terms, including the due dates and amount of fees to be paid
  - c) AIE's refund policy
  - d) Enrolment terms and conditions
- AIE will not accept pre-paid fees payments from prospective students if the signed agreement is received from the student.

- Pre-paid fees collected from overseas students will be kept in a trust account until they commence their studies at AIE.
- AIE will not accept prepay fees in excess a total of \$1500 (being the threshold prepaid fee amount) from domestic fee paying students.
- AIE, to meet its obligations under ESOS Act 2000, will collect only 50% of the total tuition fees for courses with more than 24 weeks of duration
- AIE will charge for additional services it provides. See fees and charges list

### **Fee Payments**

- All students will receive fees due reminder a month prior to the due date.
- Students must pay fees by the due date to avoid penalties and other sanctions such as precluding from attending classes, submitting assessments and receiving documents. Penalties apply for fees received after due dates.
- All fees must be paid in Australian dollars only.
- AIE reserves the right to review its fees regularly and may change its fees during student's enrolment.

### **Consequences of non-payment of fees**

If a student fails to pay any fees by the due date, he or she may face some or all of following consequences:

- Late payment penalties
- Cancellation of enrolment
- Precluding from receiving documents, attending classes and submitting assessments
- Results being withheld
- Debt recovery process

### **Overseas Students Refund Policy**

#### 1.1 Refunds in case of student default

##### 1.1.1 Student default may occurs when:

- a) The student does not start the course on the agreed course start date (and has not previously withdrawn); or
- b) The student withdraws from the course either before or after the agreed course start date; or
- c) AIE refuses to provide or continue providing the course due to:
  - i. student's misbehaviour; or
  - ii. failure to pay required fees to undertake the course; or
  - iii. student breaching his/her visa conditions

##### 1.1.2 When student withdraws from course prior to 28 days of the course start date, AIE refunds the total amount received prior to the default day less:

- a) 25% of the tuition fees received
- b) Enrolment fee
- c) Accommodation booking fee
- d) Airport pickup fee
- e) Any other costs incurred by the AIE on behalf of student

##### 1.1.3 No refunds will be provided when:

- a) student withdraws from the course within 28 days of the course start date
- b) student defaults or decides to change provider after commencing the course
- c) Student defers his/her course to a later date
- d) Student abandons his/her course after starting for whatever reason

- 1.1.4 Refunds (if any) will be provided to the student within 4 weeks after receiving the refunds claim with relevant supporting evidence
- 1.1.5 Refunds (if any) will be deposited into the authorised account notified by the student on refund form
- 1.2 Refunds in cases of student visa refusal
  - 1.2.1 This applies when the student was refused a student visa and as a consequence fails to start on the agreed starting day or withdraws from the course after student has already commenced the course.
  - 1.2.2 Refunds will be calculated as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://internationaleducation.gov.au>)
  - 1.2.3 Refunds (if any) will be provided to the student within 4 weeks after receiving the refunds claim with relevant supporting evidence
  - 1.2.4 Refunds (if any) will be deposited into the authorised account notified by the student on refund form
- 1.3 Refunds in case of AIE default
  - 1.3.1 This applies when AIE fails to start to provide the course to the student on the agreed starting day; or the course ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn from the course before the AIE's default.
  - 1.3.2 AIE may arrange for a suitable alternative placement within 14 days after the default day. If the student accepts this offer of a placement, student needs to sign an acceptance document. Alternatively, if AIE is unable to offer a suitable alternative placement or student does not accept the alternative suitable placement chosen by the AIE, then AIE will pay the refund to the student, as determined by Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://internationaleducation.gov.au>)
  - 1.3.3 The refunds will be paid within 14 days after the default day.
  - 1.3.4 In the event, AIE does not satisfy its obligation to an affected student, TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds.
  - 1.3.5 Refunds (if any) will be deposited into the authorised account notified by the student on refund form
- 1.4 Refunds for students who enrolled for multiple courses on a packaged offer  
Refunds will be processed as per the above conditions for all courses on a packaged offer.
- 1.5 Process for claiming refunds  
Students who are requesting a refund must complete the Refund Application Form (available from our Enrolment Officer) and send it along with all supporting documents such as the visa refusal letter to Enrolments Officer, AIE, 2 Sorrell Street, Parramatta NSW 2150. Bank charges will be deducted from the refunded amount. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### **Refunds for students who enrolled for multiple courses on a packaged offer**

Refunds will be processed as per the above conditions for all courses on a packaged offer.



#### **4.9 Defer, suspension and cancellation of enrolment**

If you want to postpone your commencement of the course or suspend your studies temporarily, you must first talk to the Student Support Officer and complete a Deferment or Suspension of Studies Form. We can approve your request only if you have compassionate or compelling reasons (see below) and provide evidence.

##### **Compassionate or compelling circumstances may include:**

- 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies (proof of travel required)
- a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- any other circumstances deemed compassionate or compelling by the AIE management
- Fail to begin studying on the course commencement date due to delay in receiving a student visa (proof of this delay must be provided).

##### **AIE may suspend or cancel your enrolment**

AIE may suspend your enrolment due to misbehaviour or may cancel your enrolment due to serious misconduct or due to non-payment of fees. We will inform you of our intention to suspend or cancel your enrolment. You can appeal this decision.

Please follow the below procedures for deferral and suspension of enrolment

##### **Procedures for deferring or suspending an enrolment as per student's request**

- Deferral relates to postponing an offer of a place before the program has commenced whereas suspension refers to temporary abandonment of the studies after the commencement of the course.
- Student completes Deferment or Suspension of Studies Form.
- The receiving officer must:
  - ensure that each request has supporting evidence
  - ensure that the request is considered on the grounds of the written request and ensuring that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided.
  - ensure that the student is aware of AIE's complaint and appeals process
- Once a decision for Deferment Request has been made, the receiving officer shall:
  - Ensure that the student is informed of the resulting decision in a timely manner.

- Ensure that all records of the request and supporting evidence are placed in student's file.
- Ensure that the student is advised to contact the Immigration office to seek advice on the effect on their student visa.
- Update the student management system and PRISMS database as soon as practicable after the decision has been finalised.
- Issue amended or new e-CoEs where required

### **Procedures for cancelling an enrolment as per student's request**

- Student may request to cancel their enrolment or discontinue their studies
- Student must first contact the student support officer to discuss the reasons and to explore support options
- If after the discussion student still decides to discontinue studies, the student will be given the Discontinuation of Studies Application.
- The student support officer informs the student the evidence that must be submitted along with the application
- Student will also be notified that the cancellation may affect their student visa
- If AIE accepts the reasons for cancellation request then all current and future enrolments will be cancelled.
- If AIE rejects the cancellation request, student will be notified of the result and the process for appeals.
- Student will be advised to refer to their signed enrolment agreement for refunds related enquiries.

### **Procedures for AIE initiated suspension or cancellation**

- In receiving a report of misconduct the PEO shall:
  - validate the actions of all staff involved seeking further advice, verbal or written.
  - where necessary, seek further advice from the student or students involved maintaining an unbiased approach to the student or students involved.
  - decide whether an enrolment suspension or enrolment cancellation is warranted.
- Only the PEO makes the final determination of cancelling a student's enrolment due to misbehaviour or non-payment of fees.
- Student will be informed of the AIE decision to cancel the enrolment in writing stating the reason for the decision and re affirming the student's right to the appeals process within 20 working days.
- AIE shall maintain the student's enrolment if the student chooses to access AIE's complaints and appeals process except in the case of extenuating circumstances (definition follows).
- 'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following
  - The student is missing;
  - The student has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
  - The student has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
  - The student is at risk of committing a criminal offence.
- The PEO shall

- only suspend or cancel the enrolment to Department of Education via PRISMS if the student does not appeal the decision or if the student requests an independent adjudicator,
- shall suspend or cancel the enrolment to Department of Education via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.

#### **4.10 Change to Conditions**

AIE reserves the right to change its fees, conditions, course times or course commencement dates at any time with sufficient formal notice given to students.

#### **4.11 Client Input and Feedback**

All students at AIE are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. AIE will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed as per the schedule and a suggestion box available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.

#### **4.12 Access to Records by Students**

Students have access to personal records on request. In all cases AIE will protect the privacy of all student information.

#### **4.13 Change of Student Contact Details**

Students are obligated to keep AIE informed of their current contact details and to inform AIE immediately of any change in these details. Students are responsible for providing up to date and accurate contact details as AIE uses these details to send correspondence.

#### **4.14 Security Systems and Smoke Alarms**

AIE has CCTV monitoring 24 hours a day and the video data is captured on hard drive. AIE premises are also protected by the security alarms.

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions. Students should familiarise themselves with the Emergency Procedures posted on the student notice board.

#### **4.15 AIE's obligations to students**

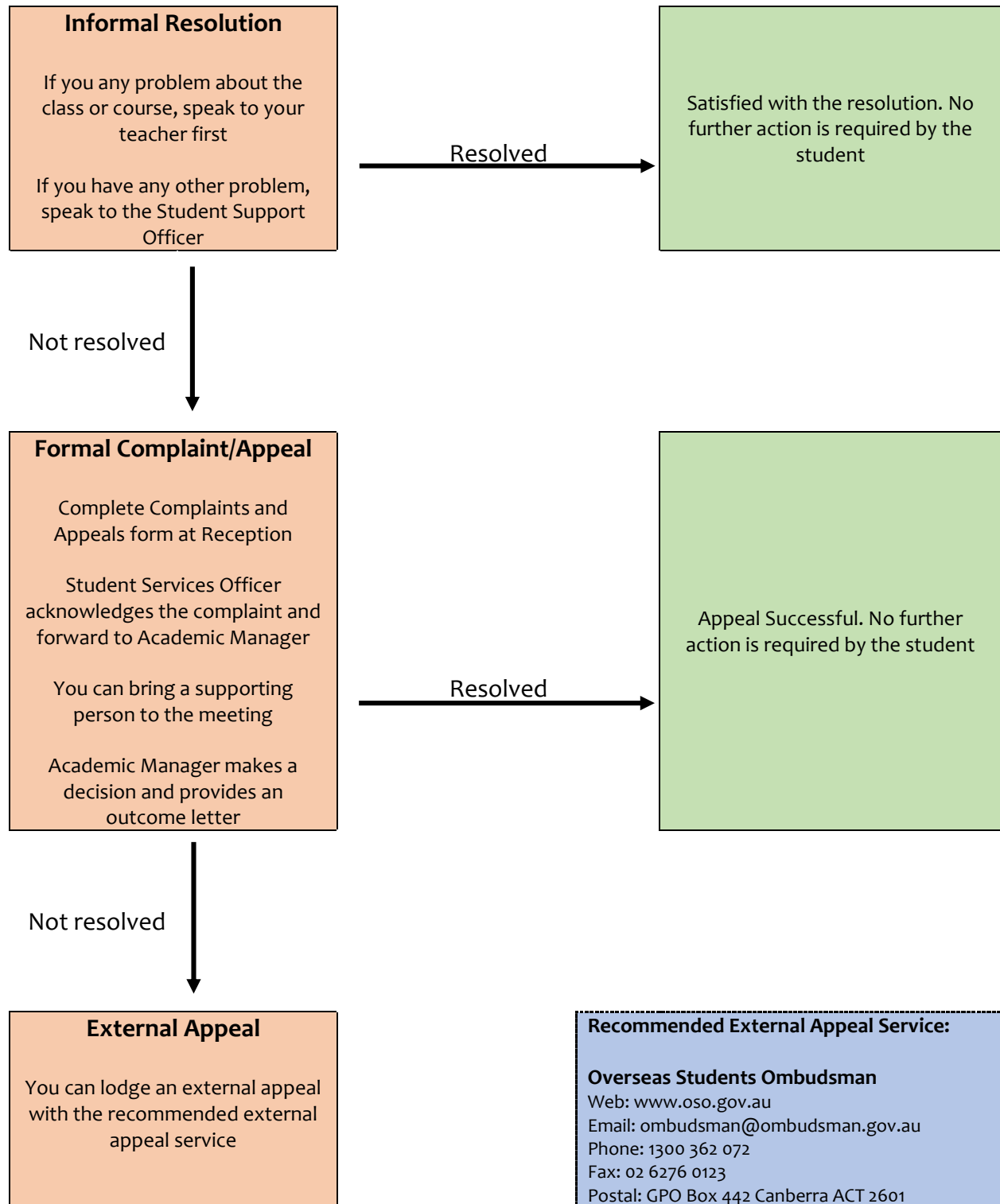
- provide training and assessment services that meets the relevant quality assurance standards
- issue certification documentation to students who have completed the course requirements and paid all of their fees

- to provide appropriate support services to students
- to provide comfortable environment that is conducive to learning

#### **4.17 Student ID Cards**

Students will be issued with a student ID card after course commencement. Student Admin Staff will take the photo of student to use it for ID card purpose. AIE recommends all students to carry their ID card with them when attending college. Staff and Trainers may ask the student to show student ID card for verification and safety purposes. If you lost your card, you can request for a replacement card. There is a fee for replacement card.

## 4.18 Complaints and Appeals



## 5.0 Location Map

Apex Institute of Education (Address: Level 3 22-26 Goulburn Street, Sydney NSW 2000)

