



APEX
Institute of Education

INTERNATIONAL STUDENT PRE – ENROLMENT GUIDE



Apex Institute of Education

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Welcome Message

Welcome to Apex Institute of Education (AIE) and thank you for considering to enrol with us. AIE is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA). AIE is also registered to provide courses and training to international students under the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

AIE delivers a range of Nationally Recognised courses to both domestic and international students. Our educational programs are based on the transfer of knowledge and skills to students wishing to develop their professional skills and careers by making meaningful contributions to their industries. The programs are specifically designed for skill shortages in Australia; therefore, the training you complete may make you a desirable applicant for employment vacancies in Australia and globally. It is also for people who wish to return to their countries of origin with internationally recognised qualifications.

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

At AIE we offer:

- Centrally located campuses in Sydney City and Parramatta
- Modern campuses equipped with computer labs, air-conditioned classrooms with TVs and projectors, and student recreation areas
- Nationally recognised courses in:
 - Leadership and Management
 - Hospitality
 - Commercial Cookery
 - Marketing and Communication
 - English Language
- Student support services including:
 - Counselling and consultation
 - Support with adjusting to life and culture in Australia
 - Support if students feel homesick
 - Support to find accommodation and jobs
 - Assistance with language problems
 - Support to open bank accounts and applying for TFNs;
 - Course progress & LLN requirements
 - Support for personal matters such as religion, domestic violence, unplanned pregnancy, victim or witness of a crime etc

We welcome you to learn more about us and look forward to officially welcoming you into the Apex learning community.



Livleen Sodhi
CEO

BEFORE YOU ENROL TO STUDY AT AIE

As an international student, it is important that you read this International Student Pre-Enrolment Guide carefully prior to your enrolment so that you can make an informed decision before studying with us.

In addition, you must read the following information:

- AIE Student Handbook: [Available online](#)
- AIE Policies and Procedures: [Available online](#)
- AIE International Students - Studying in Australia: [Available online](#)
- AIE Enrolment Information page: [Available online](#)
- Australian Government Department of Home Affairs – Life in Australia Book: [Available online](#)
- Australian Government – Immigration and Visa Information: [Available online](#)

When you complete your enrolment, you will be asked to confirm that you have:

1. Read the International Student Pre-Enrolment Guide,
2. Read the information on our website <http://www.apexaustralia.edu.au>,
3. Read the Student Handbook and policies and procedures, and
4. Agree to our terms and conditions.

If you have any learning or any special needs, it is important that you disclose this so that we can organise all relevant support services to ensure that you are successful in your studies with us.

It is your responsibility to ensure that you have read the above information before you enrol at AIE. This Pre-Enrolment Guide and the information and documents linked within it will provide you the necessary information to help you make an informed decision about studying with AIE in Australia.

If you have any questions, please do not hesitate to send us an email at info@apexaustralia.edu.au or call as at +61 2 8007 6261.

LEGISLATIVE REQUIREMENTS

The following legislation relates to AIE's operations as a Registered Training Organisation and which AIE is required to comply with:

Equal Opportunity and Anti-Discrimination

- Anti-Discrimination Act (NSW) 1977
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005
- Age Discrimination Act 2004 (Cth)
- Competition and Consumer Act 2010 (Cth) Sch 2 Australian Consumer Law:
<http://consumerlaw.gov.au/>
- Fair Trading Act 1987 (NSW)
See also
Anti-Discrimination Board - <http://www.lawlink.nsw.gov.au/ADB>
Australian Human Rights Commission - <http://www.humanrights.gov.au>

Workplace Health and Safety

- Workplace Health and Safety Act 2011 (NSW):
<https://www.safework.nsw.gov.au>
<http://www.workcover.nsw.gov.au>

Privacy and Protection of Personal Information

- Privacy Act 1988 (Cth)
- Privacy Regulations 2013 (Cth)
Australian Privacy Principles (APPs) and Guidelines
For more information see the Office of the Australian Information Commissioner:
<http://www.oaic.gov.au>

Copyright

- Copyright Act 1968 (Cth)
- The Copyright Regulations 1969
- The Copyright Tribunal (Procedure) Regulations 1969 (Cth)
- The Copyright (International Protection) Regulations 1969
For more information see Smart Copying – The Official Guide to Copyright Issues for Australian Schools and TAFE: <http://www.smartcopying.edu.au>

Education Services for Overseas Students (ESOS)

- Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- Education Services for Overseas Students (ESOS) Regulations 2001

- National Code 2018
 - Education Services for Overseas Students Act 2000 - Legislative Instruments
- For more information see:
Department of Education International Education: <https://internationaleducation.gov.au>
Australian Government Tuition Protection Service: <https://www.tps.gov.au>

Industrial Relations

- Fairwork Act 2009 (Cth): <http://www.fairwork.gov.au>
- National Employment Standards
- Education Services (Post-Secondary Education) Award 2010

Vocational Education and Training

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Vocational Education and Training (VET) Quality Framework: <http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>
- Australian Skills Quality Authority (ASQA) General Directions: <https://www.asqa.gov.au/>
For more information see:
Australian Skills Quality Authority (ASQA) Fact Sheets: <http://www.asqa.gov.au/news-and-publications/publications/fact-sheets/fact-sheets.html>
Australian Skills Quality Authority (ASQA) FAQs: <http://www.asqa.gov.au/faqs/frequently-asked-questions.html>
- Unique Student Identifier Scheme: <https://www.usi.gov.au>

ESOS Framework

The Education Services for Overseas Students Act 2000 (Cth) (“ESOS Act”) sets out the legislative requirements and standards for registered international education providers delivering education and training to international students in Australia on a student visa.

The ESOS Act also provides Tuition Protection Service (TPS) for international students. Further information on the ESOS Framework can be found at: <https://internationaleducation.gov.au/Regulatory-information/Pages/Regulatoryinformation.aspx>

Your rights under ESOS Act

If you are an international student on student visa in Australia, then the ESOS Act applies you.

The ESOS Act protects the rights of international students studying in Australia on a student visa, including:

- Your right to receive current and accurate information before enrolling about the courses, fees, modes of study, and other information from your institution and your institution’s agent.
- Your right to sign a written agreement with your institution before paying fees, setting out the services to be provided, fees payable, and information about refunds of course money. Make sure to keep a copy of your written agreement.

- Tuition Protection Service (TPS), which is a placement and refund service for international students, which is activated in the event that your institution is unable to teach your course. Read more about this service on the Tuition Protection Service website:
<https://tps.gov.au/StaticContent/Get/StudentInformation>

AIE Obligations under the ESOS Act

The ESOS Framework sets out standards that all Australian institutions registered to provide international education must meet when providing education services to International students. These standards ensure that as an international student you are offered information and services including:

- Orientation services to all enrolled students;
- Support services to help you study and adjust to life in Australia;
- The contact details of all support officers to help international students;
- Deferral, suspension and cancellation of studies information;
- Recognition of prior learning and credit transfer information;
- Satisfactory course progress and intervention strategies if you are at risk of not meeting satisfactory course progress;
- Complaints and Appeals process; and
- All staff members must understand the issues faced by the overseas students and assist students in any way possible to adjust to college life. Staff members are advised to speak slowly and clearly and provide clear and accurate information in a professional way when dealing with students.

Your Obligations as an International Student

As an international student, you have a responsibility to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with AIE;
- Inform AIE staff if you change your address;
- Maintain satisfactory course progress; and
- Follow AIE policies and procedures.

GENERAL COURSE INFORMATION

AIE offers nationally recognised courses in Leadership and Management, Hospitality, Commercial Cookery, Marketing and Communication, and English Language courses. After completing a Diploma and/or an Advanced Diploma from AIE, students may be eligible to do further study in range of courses in Australian universities.

All our course profiles and brochures can be accessed on our website www.apexaustralia.edu.au/courses. The website contains information on the courses, course fees, course content, course duration, modes of study, and pre-requisite requirements.

List of Courses offered by AIE		
Faculty	Qualification (Code and Name)	Duration (weeks)
Business	BSB42415 Certificate IV in Marketing and Communication	39
	BSB52415 Diploma of Marketing and Communication	52
	BSB61315 Advanced Diploma of Marketing and Communication	78
	BSB51918 Diploma of Leadership and Management	52
	BSB61015 Advanced Diploma of Leadership and Management	78
	BSB60915 Advanced Diploma of Management (Human Resources)	78
Hospitality	SIT50416 Diploma of Hospitality Management	78
	SIT60316 Advanced Diploma of Hospitality Management	104
Commercial Cookery	SIT40516 Certificate IV in Commercial Cookery	78
English	General English	1 - 50
	English for Academic Purposes	5 - 30

STUDENT SUPPORT WELFARE AND GUIDANCE

As a student of AIE, we will provide you with support services help you adjust to life and study at AIE and Australia to give you the best opportunity to complete your course successfully.

Provision of orientation program

AIE provides an age and culturally appropriate orientation program to all enrolled students to ensure that they are supported in adjusting to life and study at AIE and in Australia.

All students must attend the orientation program and will be required to sign a Student Induction Declaration form.

Assisting students to meet course progress requirements

AIE has a documented course progress policy which is discussed in detail during the orientation program to ensure that you understand your obligations under the policy and the consequences if you breach the requirements.

If you have problems maintaining course progress AIE strongly encourages you to talk with student support staff and academic staff who will work closely with you to ensure you are provided with appropriate support.

Student support services and external referrals

AIE's Student Orientation Program and Student Handbook contain information on student support services available at AIE.

If you are having any issues relating to personal or academic matters we encourage you to talk with student support staff and academic staff who will work closely with you to provide appropriate support. You may wish to discuss issues relating to topics such as:

- Adjusting to life and culture in Australia;
- Homesickness;
- Accommodation;
- Opening bank accounts and applying for TFNs;
- Work related issues, Finding part time work;
- Assistance with language problems;
- Course progress and attendance requirements; or
- Personal matters such as religion, domestic violence, unplanned pregnancy, victim or witness of a crime etc.

The Student Services Officer is your first contact point for any support matter, and you are encouraged to put your support request in writing using a Student Support Request / Identification Form. The Student Services Officer will forward any support requests to relevant staff.

Critical Incident Policy and Procedure

AIE has a documented critical incident policy and procedure detailing the actions to be taken in the event of a critical incident. *Please refer to the earlier section in this Student Handbook for a link to the AIE Policies and Procedures.*

Designated Contact Officer

AIE has designated Student Services Officer who acts as the first point of contact for students seeking support services. Contact details will be provided to students during orientation and are also available on our notice board.

AIE Academic Support

AIE is committed to ensuring that students are provided with academic support to assist in reaching their full potential and completing their course on time. Our academic support policies and procedures are designed to

help every student at AIE to successfully complete their course by improving their study skills, ensuring they understand course content and assignments, and preparing them for their future career.

Academic and LLN Support is provided to students during term from Monday to Friday 4.15 pm-5:15 pm.

Independent Learning Room and WiFi

AIE has Independent Learning Room for students and teachers to access all days during the term. The room is equipped with learning resources, computers, free Wi Fi and charging stations. AIE has various reference books which can be utilised for extra research. Trainers can utilise these books to provide additional content and support to students during class. Students or trainers can borrow books by speaking to reception staff.

Trainers

All AIE trainers and assessors possess relevant Vocational and Training and Assessment competencies and have relevant industry experience and skills.

AIE Facilities

At AIE we offer modern learning facilities. Classrooms at AIE are air-conditioned, and equipped with projectors, TV screens and whiteboards to enhance your learning through engaging course delivery methods such as videos, class discussions, role-plays, and lectures. You will also have access to the Learning Management System (LMS) which has online learning resources and activities accessible from anywhere and at any time.

For our Commercial Cookery students, we have a fully equipped commercial kitchen on-site at AIE's Parramatta Campus.

You will also enjoy access to some of the best training resources and learning technologies available. Our commitment is to deliver practical, job-focused training in a fun and flexible learning environment.

During lunch breaks or before or after classes, students can eat, relax and socialise in the kitchenettes and student recreation areas. The kitchenettes have fridges, hot water facilities, microwaves and seating areas. At the Sydney City campus the recreation area has bean-bags and TVs to relax and socialise with friends. At our Paramatta campus, students can relax and socialise with friends on the large outdoor balcony with views of Parramatta River.

AIE KEY POLICIES AND PROCEDURES

AIE is committed to high standards in the provision of vocational education and training and other services to all its students. AIE has implemented policies and procedures to ensure that your rights as a student are protected and you are aware of your obligations under relevant legislative and regulatory instruments. AIE has summarised key policies and procedures that you must be aware of below. You can access our policies and procedures on our website: https://www.apexaustralia.edu.au/policies_procedures

Enrolments and Transfers

AIE is committed to ensuring that all enrolling students are provided with necessary, timely and accurate information that relates to its training and assessment services available to overseas students.

Students will be selected into our courses based on the following requirements:

a) The student must meet AIE's entry requirements which are as follows:

Student must be 18 years and over; and

- Minimum score of upper intermediate level of English (IELTS 5.5) or equivalent; or
- An English proficiency of upper intermediate level or above from any registered ELICOS provider;
- Meet course entry requirement such as Year 12 or equivalent.

b) AIE must be satisfied that the qualification/course is appropriate to the student's needs, considering the students existing skills and knowledge

c) The student must agree to abide by AIE's policies and procedures

d) AIE has entered into a written agreement with each student, signed or otherwise accepted by that student, concurrently with or prior to accepting course money from the student.

Course Fees

AIE publishes its course-related fee information in the course profile and brochure available to students through AIE website <http://www.apexaustralia.edu.au>. Prior to the student signing their written agreement, students seeking enrolment in a course at AIE are advised to review the fees and related additional charges available on the AIE website, or speak to an AIE representative.

AIE implements measures to ensure that pre-paid fees are protected and students receive refunds where warranted. Additional information is contained in the Refund Policy section below.

Unless otherwise specified, course fees include:

- all training and assessment required for students to achieve the qualification or course in which they are enrolling; and
- the issuance of a testamur and record of results and/or statement of attainment.

Course fees do not include:

- required learning materials which are an additional cost, as outlined on the respective course outline; and
- Overseas Student Health Cover or optional extras such as airport pickups.

These fees are an additional cost as outlined in the Letter of Offer.

All other fee applicable as miscellaneous fee is on the AIE Website Student Resources page:

<https://www.apexaustralia.edu.au/studentresources>

Fee Payments

Students must pay fees by the due date to avoid penalties and other sanctions such as being precluded from attending classes, submitting assessments and receiving documents. Penalties apply for fees not received within 7 days after due dates. All fees must be paid in Australian dollars only.

Late payments and consequences of non-payment of fees

- Penalties apply for fees not received within 7 days after due dates.
- Where fees are more than 40 days past the due date the debts will be referred to a debt collection agency.
- International students will be charged AUD\$100 per week 'late fee' for overdue tuition fees until the overdue amount is paid. Students who do not pay their fees will be reported to DET via PRISMS under student default.
-

Protection of fees paid in advance

- AIE protects the fees that are paid in advance by international students.
- For international students, **pre-paid fees are protected by TPS** and are held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impacting on the financial operations of the business or recourse to the Tuition Protection Service. For more information see: <https://tps.gov.au/StaticContent/Get/StudentOverview>
- To meet its obligations under the ESOS Act 2000, AIE will collect only 50% of the total tuition fees for courses of more than 25 weeks duration.

Refunds Policy – International students

Students are eligible for a refund in the following situations:

- When the student withdraws from the course 28 days prior to the course start date, AIE will refund 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; and
 - e) Any other costs incurred by the AIE on behalf of student
- When a student is refused a student visa and as a consequence fails to start on the agreed starting date or withdraws from a course on or before the agreed start date. In this case AIE will, within 28 days, refund the tuition fees less 5% of the tuition fees received (up to a maximum amount of \$500).
- When a student is refused a student visa after they have already commenced the course. In this case AIE will, within 28 days, refund on a pro rata basis, the Tuition Fees for the weeks from when the student

withdrew from the course until the end of the period that the Tuition Fees have been paid to (that is, on a pro rata basis) apply to - as per Section 8, 47B of the Education Services for Overseas Students (Calculation of Refund) Specification 2014. For more information see:

<https://internationaleducation.gov.au>.

- In case of AIE default which is defined as being when:
 - (a) AIE fails to start to provide the course to the student on the agreed starting day; or
 - (b) the course ceases to be provided to the student at any time after it starts but before it is completed; or
 - (c) AIE is prevented from offering a course at a location because a sanction has been imposed on it under Part 6 of ESOS Act;
 - (d) the student has not withdrawn from the course before the AIE's default.

Students will be advised of a default situation in advance (where possible) and will be sent a letter explaining how any refunds will be calculated. A full refund (minus processing and non-refundable enrolment fees) will be paid into the authorised account notified by the student within 14 days of the default day.

In the event, AIE does not satisfy its obligation to an affected student, the TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds.

No refund will be provided in case of student default, defined as being when:

- a) the student does not start the course on the agreed course start date (and has not previously withdrawn);
- b) the student withdraws from the course after the agreed course start date;
- c) the student withdraws from the course within 28 days of the course start date;
- d) the student decides to change provider after commencing the course;
- e) the student defers his/her course to a later date;
- f) the student abandons his/her course after starting for whatever reason; or
- g) the student's enrolment is cancelled 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

No refunds will be provided in the following instances:

- (a) where changes occur to the student's work hours;
- (b) where the student changes or leaves work;
- (c) it becomes inconvenient for a student to travel to class; or
- (d) the student moves to a different geographic location.

Refunds for students who are enrolled for multiple courses on a packaged offer will be processed as per the above conditions.

Access and Equity and Anti-Discrimination Policy

AIE commits to:

- ensuring that our selection processes are non-discriminatory, and that staff and students know their responsibilities and obligations under the Commonwealth and State legislation;
- providing fair access to its training for all persons eligible for enrolment subject to meeting the course entry requirements and having sufficient places in the class; and
- ensuring that enrolment procedures are free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

If you have any disability or learning difficulty, we are here to help. Our student support services staff will assist you in receiving the relevant support to enable you to successfully complete your course.

Privacy and Personal information

AIE complies and abides by the Privacy and Personal Information Protection Act 1998 (NSW). Personal information is information that identifies you, including:

- a record which may include your name, address and other details about you;
- photographs, images, video or audio footage; or
- fingerprints, blood or DNA samples.

AIE ensures that 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. AIE will ensure that it respects the privacy of past, current and prospective staff and students by implementing the Australian Privacy Principles.

The purposes for which AIE collects personal information of students includes:

- (i) meeting legislative requirements;
- (ii) maintaining enrolment and administration; and
- (iii) discharge of duty of care.

AIE collects personal information solely for the purpose of operating as a Registered Training Organisation and as a CRICOS provider.

AIE may release your personal information for the purposes of an audit or as authorised by the legislation. It will not be provided to anyone unless AIE has your permission or is specifically required to provide the information by law. For example, student information is only given to the following bodies where required:

- ASQA: Australian Skills Quality Authority
- Secretary of Department of Education
- Director of Tuition Protection Service (TPS)
- Department of Home Affairs
- Other law enforcement agencies as required by the law

AIE is required to seek your permission in writing with reference to release of your student information and will only release the information with your consent.

Under the Australian Privacy Act 1988 (Cth) you can access your personal information and may correct inaccurate or outdated information about you.

Critical Incidents

AIE is committed to responding to critical incidents directly involving our staff and/or students which impact not only on the individual but also on other members of the community.

A Critical Incident is a traumatic event or the threat of such (within or outside Australia) which causes physical or psychological harm, extreme stress, fear or injury. Critical incidents could include, but are not limited to, events such as:

- Rape, personal assault, an armed robbery, hostage situation, act of violence, accident, or suicide;
- Students going missing;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

If you are involved in or become aware of a critical incident, you should alert AIE as soon as possible.

AIE will then implement its Critical Incident procedure including:

1. The staff member receiving the news immediately alerting the most senior staff member available.
2. AIE taking over temporary control of incident (where there is no threat to that person's safety) and determining the immediate response required. If there is an emergency situation or a crime has been committed the required Emergency Response Authority will be contacted.
3. Developing and implementing a *Critical Incident Action Plan* for responding appropriately in a timely manner.
4. Keeping appropriate and adequate records. All critical incidents are recorded using the Accident or Incident Report Form (completed for each incident).
5. Arranging a time and place for an initial group/individual debriefing session with a relevant External Counsellor/s.

Monitoring Course Progress and Intervention strategy

AIE implements Course Progress Policy and Procedures for all of its CRICOS registered Vocational Education and Training (VET) courses. The Australian Government guide for Monitoring Course Progress is available here: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD10.aspx>

AIE monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled consistent with the AIE Course Progress Policy. We take a proactive approach in notifying and counselling students who are at risk of failing to meet course progress requirements and providing support by implementing appropriate intervention strategies.

AIE reports students (on student visas) to the Secretary of the Department of Education & DHA (via PRISMS) who have breached the course progress requirements.

Course Progress Procedures

Further information regarding Policies and Procedures can be found on the AIE website.

Course progress requirements are discussed during student orientation including details of:

- a) the requirements for achieving satisfactory course progress;
- b) the 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; and
- e) the procedure for notifying students that they have failed to meet satisfactory course progress requirements.

Course timetables listing term durations and units are provided to students during orientation.

Recording of results

Admin Staff maintain records of your course progress in the Student Management System (SMS). As you complete each unit of competency Admin Staff will enter your results in the SMS and send you a results notification.

If you receive a Not Yet Competent (NYC) result you should contact the Academic Admin Staff to discuss further options. You will be given opportunities to either:

- a) appeal the assessment decisions; or
- b) request a re-assessment.

Methods of intervention

AIE implements its intervention strategies:

- a) If at any time you are identified as 'at risk' due to factors such as receiving NYC results in units, trainer feedback etc; or
- b) If at the end of each study period you are identified as at risk of not maintaining satisfactory course progress.

If you are identified as being at risk of not achieving satisfactory academic progression the Academic Admin Staff will meet with you and decide the intervention strategy most suited to the your specific situation. Academic Admin Staff will monitor the implementation of the strategy and your subsequent progress.

If you continue not to progress satisfactorily, you will be issued with a Warning letter and a further interview arranged where necessary.

At the point where you fail to meet satisfactory course progress requirements in the consecutive study period after the intervention strategy has been implemented, you will be advised of the breach. You will be sent an "Intention to Report" letter informing you that AIE is intending to report your student visa breach to the Secretary

of the Department of Education & DHA via PRISMS. The letter will outline AIE's decision, reasons for this decision and appeal mechanisms.

If you wish to appeal the decision you must lodge your appeal within 20 working days of the date of the notice of intent to report or intention to cancel.

- a) You may appeal on the following grounds:
 - i. AIE's failure to record or calculate the results accurately;
 - ii. Compassionate or compelling circumstances (evidence must be provided); or
 - iii. AIE has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to you.
- b) Where your appeal is successful, the outcomes may vary according to the findings of the appeals process.
 - i. If the appeal shows that there was an error in calculation and you actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), AIE will not report you and there is no requirement for further intervention.
 - ii. If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to you through the AIE intervention strategy, and AIE will not report you.
- c) AIE will report unsatisfactory course progress to the Secretary of the Department of Education via PRISMS as soon as practicable if:
 - i. you have chosen not to access the complaints and appeals processes within the 20-working days period,
 - ii. you withdraw from the process,
 - iii. your appeal outcome supports AIE's original decision, or
 - iv. you access the external appeal process and the outcome supports AIE's original decision.

AIE implements the following consistent with the Course Progress Policy requirements

- a) If you have been identified as not making satisfactory course progress for a second but not consecutive study period, AIE will not report you for unsatisfactory course progress.
- b) Overseas Students who have breached their student visa condition must report to Department of Home affairs (DHA) within 28 days of AIE's notification to explain their breach.

Complaints and Appeals

As per Standard 10 of the National Code 2018, AIE has a fair complaints and appeals process that includes access to an independent external body if necessary. If you wish to lodge a complaint or appeal a decision, you are required to obtain and complete a "Complaints and Appeals" form from the reception staff.

As a student you can lodge a complaint or appeal if you are not happy with a decision made by the college, if you would like to complain about a situation or in the case of an appeal on a decision made by the AIE staff.

AIE will initiate a process to review the complaint. Whilst AIE processes your complaint and/or appeal, AIE will ensure that your enrolment is maintained.

Once a decision has been reached you will be notified in writing of the outcome of the decision including details and reasons for the decision. If the outcome of a student's appeal through a provider's internal or external complaints and appeals handling process is favourable to the student, AIE will immediately advise the student of this and implement any decision and/or corrective and preventive action required.

For Complaints and Appeals policies and procedures please access the more detailed policy and procedures from the AIE website.

If you are not satisfied with the outcome or wish to complain to the Commonwealth Ombudsman you can do so by referring to: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

Provision for Language, Literacy and Numeracy (LLN) Assistance

The Student Enrolment Form requests students to provide information regarding their LLN requirements or any other special learning needs. LLN online diagnostic assessment will be conducted prior to the commencement of the course. This is to ensure that candidates enrolled in the program have adequate LLN skills to complete the requirements of the training and assessment of the course.

- The LLN test is required to identify if they will require additional learning support and if the identified level of additional support is within AIE capabilities to deliver. Based on the group of students that this course is designed for, all are expected to have competent level of LLN capabilities.
- The Student Enrolment Form requests students to provide information regarding their LLN requirements or any other special learning needs.
- If the LLN is identified as an issue, the academic support staff will contact the student to discuss their requirements and may refer to the student to seek external help (eg. the reading writing hot line: <https://www.readingwritinghotline.edu.au/for-learners/>)
- Students must ensure that they have discussed with their Trainer or Assessor any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.

AIE will make every effort to ensure that students are adequately selected, enrolled and supported to enable them to complete their training.

Flexible Learning and Assessment

AIE aims to provide its students with a positive and rewarding learning experience. We provide a flexible approach to learning and assessment by using a variety of learning and assessment methods and experiences.

Assessors are aware of the ways in which candidates might be disadvantaged in the assessment process and what steps can be taken to ensure that assessment policies and practices take account of the individual's needs. 'Reasonable adjustment' involves carrying the assessment process out in a manner which takes into account the special characteristics of the student while ensuring the validity, fairness and reliability of assessment decisions. For example, the Assessor can choose to change the evidence gathering techniques, such as by using an assignment instead of an exam, or using oral rather than written questioning, or short written answers instead of multiple choice.

Adjusting the assessment process may involve varying the procedures for conducting the assessment, for example allowing additional time for the completion of tasks, extending deadlines for assignments, varying the venue, date or times for assessment.

Work placement Requirements

Certificate IV in Commercial Cookery, Diploma of Hospitality and Advanced Diploma of Hospitality require students to undertake work placement. Students will be informed of work placement requirements prior to enrolling and during orientation. Students will be supported throughout their work placement. Students will be required to sign an agreement with the host employer and AIE and required to behave as they would in a normal work environment. Work placement are assessable and students will be visited by an assessor from AIE whilst they are on work placement to ensure students are able to transfer learning back into an actual work environment.

Work Health and Safety (WHS)

The Work Health and Safety Act 2011 and Regulations 2012 prescribes the employers duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. AIE implements a range of procedures and standards to achieve a safe working and learning environment including:

- maintenance and cleaning of training facilities;
- checking of all equipment for maintenance requirements;
- storing equipment safely;
- carrying out facility inspections to identify hazards and risk and taking action on the results;
- implementing regular fire drills and provide first aid to all staff and students if needed;
- displaying first aid and safety procedures for all staff and students to see; and
- reporting any identified health and safety hazard to the appropriate staff member as required.

Unique Student Identifier

All students enrolling in a nationally recognised course from 1st of January 2015 must have a Unique Student Identifier (USI). This is an Australian Government Initiative which will allow you to view all your training results from all providers including all completing training units and qualifications. AIE will assist students in obtaining their USI at the orientation. Students who have already obtained their USI must submit the email confirmation with the USI to the reception on the first day of their course. Students must obtain their USI prior to commencing their training. Students can create their own USI by visiting the following website:

<https://www.usi.gov.au/students/create-your-usi>

Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses non-formal and informal learning of a student to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Credit Transfer (CT)

If you have previously attained an AQF qualification or unit(s) of competency through formal education and training, credit transfer can be given as long as you can provide proof in the form of the qualification(s) and/ or statement(s) of attainment previously issued to you by any other RTO. This will avoid you having to be reassessed for the relevant unit(s).

Assessments

Apex Institute of Education (AIE) will ensure:

- a) that the assessments (including RPL) meet the requirements of the training package and are conducted in accordance with the principles of assessment and rules of evidence;
- b) that assessments are validated systematically;
- c) assessment outcomes are recorded and students are advised of their results in a timely manner;
- d) completed student assessments are retained as per the ASQA's general direction requirements; and
- e) students have access to academic support and appeals process.

Issuance of Qualifications

The qualifications and statements of attainment (as appropriate) issued by AIE will meet the requirements of the AQF Certificate Issuance Policy and the Schedule 5 (Application of the AQF Qualifications Issuance Policy within the VET Sector) of the Standards for RTOs 2015.

Deferral, suspension and cancellation of enrolment

AIE has a documented process for assessing, approving and recording deferment suspension or cancellation of study as per Standard 9 of The National Code of Practice 2018.

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. AIE enables students to defer or temporarily suspend their studies due to compassionate or compelling circumstances.

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.

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. You should familiarise yourself with the Emergency Procedures as posted on the student notice board and also at the end of the Student Handbook available on AIE website.

Competency Based Training

All training at AIE is based on the principles of Competency Based Training. Delivery and assessment will involve you accomplishing the tasks required to demonstrate competency in any unit and you will be provided with every opportunity to demonstrate that you can carry out required tasks.

Orientation

If you decide to enrol into an AIE course, it is important and necessary that you attend orientation on the first day of your course. Orientation is important as it will be an opportunity for you to meet other new students and AIE staff, learn more about AIE and your course, and get more detailed information about our policies and procedures.

Student Handbook

AIE student handbook can be accessed on the AIE website or using the links provided earlier in this guide. The student handbook has detailed information and will enable you to make an informed decision of studying at AIE. You are required to read the Student Handbook prior to enrolling at AIE.

Studying in Australia

Obligations of bringing school aged dependants

If you are a current or prospective international student, please be advised that Australian laws mandate your obligations to ensure that any school-aged dependents accompanying you must be enrolled into a school. In the state of New South Wales compulsory school age is when the child is of or above six (6) years and below the school leaving age which is seventeen (17) years of age. Ref: *NSW EDUCATION ACT 1990 - SECT 21B*). For more information on bringing children to Australia, please visit: <http://www.studyinaustralia.gov.au/global/australian-education/bringing-your-children>

Your options for the schooling of your school-aged dependents in the state NSW are:

- Government Schools (search for a public school in NSW here <https://education.nsw.gov.au/going-to-a-public-school/finding-a-public-school>)
- Non-Government / Independent Schools (search for an independent school in NSW here <http://www.aisnsw.edu.au/Pages/SchoolFinder.aspx>)

School fees will be payable before your child commences studying. The fee will vary between \$8,500 - \$10,500 per year depending on the school year (or grade) of your child. Please visit <http://www.decinternational.nsw.edu.au/study/schools/temporary-residents> for more information.

Cost of Living

The cost of living in Sydney really depends on your lifestyle. As a guide, you will need AUD \$19,830 at a minimum for living expenses for one year (covering accommodation, transport and food but not entertainment or a car). An initial cost of roughly A\$3,000 is needed to cover rental bonds, furniture, electricity and telephone. You only need to pay this once.

Local Environment and Life in Sydney and Parramatta

Sydney is the capital of New South Wales and one of Australia's largest cities. It is best known for its harbour – the Sydney Harbour Bridge and Sydney Opera House. Sydney is Australia's most populated city with an estimated population of over 5 million people. The metropolitan area has about 650 suburbs that sprawl about 70 km to the west, 40 km to the north, and 60 to the south.

The City of Parramatta Council, is a local government area in encompassing Central Western Sydney as well as parts of neighbouring regions. The City occupies an area of 84 square kilometres (32 sq mi) and as at the 2019 has an estimated population of 260,130. The City houses the Parramatta central business district, the second largest employment destination for the metropolitan area after the Sydney central business district.

Arriving to our campuses

AIE campuses are centrally located close to train stations and bus stops. The Sydney airport trains run regularly to Sydney City and it takes about 20 minutes to get to Parramatta from the Sydney City by Train. Taxi services are available from the Airport and Parramatta train stations which can take you to your destination. AIE can organise airport pickup, the costs for which are displayed under the additional fees on the AIE website.

Location

Our Sydney campus is a 5 minute walk from Town Hall Station and 10 minutes from Central Station.

The Parramatta campus is located along the Parramatta river, within walking distance of buses and 15 minutes from Parramatta Station.

The Sydney City and Parramatta City Council also operates shuttle bus which runs every 10 minutes in CBD areas. Buses also run from Town Hall, Sydney Central and Parramatta train stations to most suburbs surrounding Parramatta.

Accommodation Options

Sydney and Parramatta boast a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on an independent apartment or rental. Whatever you choose, we suggest arranging your accommodation as early as possible. For students who have not decided where they would like to live, a minimum booking of four weeks at a Homestay will guarantee you somewhere to stay upon arrival and while you make more definite arrangements. Average weekly rent for a one-bedroom unit in Sydney or Parramatta area is around \$300 - \$400 per week. You can search for properties by visiting www.domain.com.au or www.realestate.com.au.

Homestay

Homestay, with an Australian family in a private furnished bedroom, is a great opportunity for students to improve their language skills and have an authentic cultural experience. Students under 18 years of age must have a local guardian. This can be provided by Australian families who are selected by AIE through Homestay Providers List. Further information regarding the services provided by these agencies and the associated costs can be obtained from the AIE Enrolment Officer.

Entertainment & Culture

Sydney and Parramatta both have vibrant multicultural communities that combine food and entertainment from around the world, and boast some of Australia's most important heritage sites. There are parks, shopping centres, swimming pools, tennis courts, tourist hot-spots, cinemas, sporting stadiums, and concert halls available in Sydney and Parramatta in addition to hundreds of restaurants and cafes.

Employment

Students on student visas are allowed to work part-time (40 hours per fortnight) during study period and full-time hours during college breaks. Students are advised that part-time work may distract them from their studies and they should not rely on their earnings to pay tuition fees or other living expenses.

Child Care

AIE does not offer child care. Students are strongly advised to make arrangements for their children (under the school age) to be looked after while they study at AIE. There are long-day childcare centres in most suburbs. Parents must meet the cost of child care.

Food, Shopping and Night life

Sydney and Parramatta have variety of restaurants including Thai, Vietnamese, Greek, Italian, African, Indian, Chinese, Japanese, Modern Australian, Seafood, Mediterranean restaurants and everything in between. There is Westfield shopping centre in Sydney's Pitt street mall and one in Parramatta. There are plenty of boutique and grocery stores in and around Sydney and Parramatta. Sydney and Parramatta host several events throughout the year. Please visit <http://www.sydney.com> and <http://www.discoverparramatta.com> for more information on entertainment and nightlife in Sydney and Parramatta.

Climate

Sydney and Parramatta experiences fair weather all year round with average temperatures ranging from 26°C for the warmer months and 15°C for the cooler months. Rainfall is spread evenly throughout the year and averages 1200mm with a humidity of 62%.

Summer	December to February - Average: min 18°C max 26°C
Autumn	March to May - Average: min 15°C max 22°C
Winter	June to August - Average: min 9°C max 17°C
Spring	September to November - Average: min 14°C max 22°C

Transport

Sydney and Parramatta are central transport interchanges and are well serviced by public transport. Trains, buses and ferries run regularly from Sydney City and Parramatta to most other areas of Sydney and New South Wales. For more information visit: <http://www.transportnsw.info/>

Telephone, Internet and Post

You will have free access to WiFi and computers at AIE campuses. Additionally, there are various internet cafes located throughout Parramatta and Sydney. The cheapest way to phone overseas is using a phone card. These are

available at newsagents and convenience stores. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around A\$15 a month plus call costs for a two-year contract. You can also buy a pre-paid mobile phone for about A\$100. To post a letter overseas the cost is between \$1.10 and \$2.60 through Australia Post. Parcels and freight are more expensive and the cost will depend on the weight of the package and location of delivery.

International calls

0011 + country code + area code + number (country codes may be found in the telephone directory).

0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

Banking

There are several banks located in and around Parramatta and Sydney City. A Savings Account is probably the most suitable account for students. Many shops in Australia will not accept cheques. Generally shops will accept cash and credit cards. Generally, you can pay your bills (eg. electricity, phone, internet) through Australia Post (cash or card), online by credit card or over the phone.

For more information, please download the City of Sydney international student guide:

<http://www.cityofsydney.nsw.gov.au/community/community-support/international-students>

Location Map

AIE has two campuses. One in Sydney CBD and the second one in Parramatta. AIE Head office is located at its CBD Campus.

Sydney CBD Campus

Level 2 and Level 3
22-26 Goulburn Street
Sydney NSW 2000
Australia

Parramatta Campus

2 Sorrell Street
Parramatta NSW 2150
Australia




Disclaimer

Apex Institute of Education attempts to ensure that the information provided in this guide is accurate and up to date, but some sections may be amended without notice. Interested parties intending to act on any information contained herein should first check with the college to ascertain whether any later information is available in respect of the relevant material.

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