International Student Handbook 2016
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How to use this Handbook

The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance.

Example: Immediate Priority -

<table>
<thead>
<tr>
<th>Colour Code</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>“I need to know <strong>IMMEDIATELY!</strong>”</td>
</tr>
<tr>
<td>Orange</td>
<td>“I need to know by the first week!”</td>
</tr>
<tr>
<td>Yellow</td>
<td>“I need to know <strong>BEFORE classes begin!</strong>”</td>
</tr>
<tr>
<td>Blue</td>
<td>“I need to know by the end of WEEK 4!”</td>
</tr>
<tr>
<td>Green</td>
<td>“I need to know by the end of WEEK 6!”</td>
</tr>
<tr>
<td>Purple</td>
<td>“I need to go back and remind myself of this as I go through my study!”</td>
</tr>
</tbody>
</table>
Section 1: Before you Leave

Welcome to the Australian Institute of Creative Design

Welcome to the Australian Institute of Creative Design. The purpose of this Manual is to introduce you to the services available to you here at the Institute, and provide you with some general information about life on the Gold Coast and in Australia. If you have any particular questions or requests, the educators and staff at the Institute are available to assist in whatever way they can.

Important Information and Emergency Contacts:

**Australian Institute of Creative Design Main Contact Details:**

14/475 Scottsdale Drive  
Varsity Lakes QLD 4227  
Phone: + 61 (0)7 55 938 335  
Fax: + 61 (0)7 55 938 336  
Email: admin@aicdedu.com.au  
Web: www.aicdedu.com.au

**International Student Coordinator/Advisor**  
Heather Mikkelsen

**International Student 24 Hour Emergency Contact**  
Sonya Saywell  
0413 412 962

**Emergency Telephone Numbers:**  
To call for emergency police assistance on the telephone, dial 000 from anywhere in Australia. This ensures that your call will be responded to quickly and efficiently.

**POLICE, FIRE, AMBULANCE – 000**

The Queensland Police Service has stations located nearby to the Institute at the following locations:  
Mudgeeraba – 18 Railway Street, phone 5530 6455  
Burleigh Heads – 4 Matilda Street, phone 5535 1171  
Police Beat – Robina Town Shopping Centre, phone 5578 8988  
Robina – 291 Scottsdale Drv, phone 5656 9111
Helpful Government Departments

**DET - Department of Education and Training**
www.education.gov.au/
1300 566 046

**DIBP - Department of Immigration and Border Protection**
www.border.gov.au/

**Academic Performance**
It is a requirement of your student visa that you maintain satisfactory academic performance. The Australian Institute of Creative Design must report unsatisfactory academic performance to DIBP and you will be advised in writing that the Australian Institute of Creative Design intends to report you. Your student visa may be cancelled as a result of this letter. Refer to the International Student Progress Policy and Procedure in Section 2 of this document for detailed information.

**Attendance**

**Satisfactory attendance:**
All international students, as a minimum, must attend at least 80% of all scheduled sessions for the course they are enrolled in. If student attendance drops below this 80% threshold Australian Institute of Creative Design has a legal responsibility to report the student to the Department of Immigration and Border Protection (DIBP) as being in breach of their student visa conditions. Refer to the Australian Institute of Creative Design International Student Attendance Policy and Procedure in Section 2 of this document for detailed information.

**Change of Details**
It is a requirement of your student visa that you advise the institute immediately if you change your Australian contact details.

So if you change your residential address or telephone number during your study at the College you must advise the College of the new details.

**Accommodation**
The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house; you can share a flat or house with other people (an arrangement called “share accommodation”).


Alternatively you can contact various local real estates for rental properties or browse their website for vacancies. Some websites you may find useful:

- http://www.domain.com.au

The following list represents some of the popular local real estates.
Renting your own apartment, flat or house
Renting your own apartment, flat or house means you can choose who lives with you and
may be a good choice for students who prefer their independence. It also means that you
may need to buy (or rent) all your own furniture.
The estate agent will ask you to sign a contract (tenancy agreement or lease) with the
owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12
months). Make certain that the accommodation is suitable for your needs and that you can
afford it.

Contact real estate agents close to the area in which you want to live.
The average apartment, house or flat ranges from $270 - $380 per week (one bedroom) or
$390 - $536 per week (two – three bedrooms). A bond or security deposit equal to one
month’s rent is also required. A bond is money you pay to the landlord or real estate agent
in case you don’t fulfil your responsibilities.

It is refundable after you move out of the flat or house, provided you leave the property in
reasonable condition and fulfil your obligations under the lease.

Sharing an apartment, flat or house
This type of rental accommodation can only be arranged after you arrive on the Gold Coast
and there are a number of websites that will help make this process easier:
http://au.easyroommate.com/

In a shared apartment, flat or house each person usually has his or her own bedroom and
shares the bathroom, kitchen and living areas with other people. Costs depend on the size of
the residence and the number of people sharing.

Your budget should allow for food, electricity and other bills, plus transport and other
personal costs. Food costs can be shared, with everyone paying an agreed amount per week,
or each person buying his or her own food (approximately $75 to $110 per week). In most
households the cost of electricity, telephone rental and other bills are shared equally
(approximately $50 per week). You will normally record and pay for your own telephone
calls. Long distance and international calls are itemized on the telephone bill, that is, they
are listed individually with the number called and the cost of the call.

The average price of a room ranges from $100 to $200 per week. You will also be asked to
pay a bond or security deposit.

Hostel accommodation
Hostels usually have a bathroom and living and leisure areas that are shared with other
residents. Some hostels include meals in their fees, while at others you cook for yourself.
You can have you own room at most hostels but this is more expensive than if you are
sharing a room with another student. Prices vary from $100 to $250 per week. There may be other charges, such as a bond (security deposit) and appliance charges.

**Other accommodation issues**

If you choose to rent or live in share accommodation or organise a share accommodation house you should be aware of your legal rights and responsibilities.

You can get most of this information from a booklet called Renting: Your Rights and Responsibilities or from http://www.rta.qld.gov.au. This booklet will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time.

You may also be responsible for paying for the cost of the reconnection of the utilities, that is, to have gas, electricity, water and telephone turned on. When you leave a rental property it is your responsibility to notify the electricity, telephone and gas companies that you have left and are no longer responsible for the bills. When you move into a place, you need to make sure that you understand all of the papers that you sign.

Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign, you can visit the institute for help.

**Smoke Alarms**

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

ONLY WORKING SMOKE ALARMS SAVE LIVES!

- Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly
- Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
- When the battery is low the smoke alarm will sound a short ‘BEEP’ every minute or so. This is to alert you the battery is low and needs replacing.
- Smoke alarms must never be painted
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.

**Climate**

The Gold Coast experiences a mild sub-tropical climate. There are around 290 days of sunshine per year with an average temperature throughout the year of 25 degrees
centigrade. In summer the temperature ranges between 28 and 31 degrees centigrade. During the cooler winter months from June through to September the maximum temperature ranges between 20 and 25 degrees centigrade. The rainfall average is 1371 millimetres annually, and the average seawater temperature throughout the year is 22 degrees centigrade.

**Entertainment and Recreation**
The Gold Coast is regarded as the tourist capital of Australia, and it offers many opportunities for entertainment and recreation. In addition to over 500 restaurants, a casino and a number of multi-screen movie theatres, several large theme parks are located on the Gold Coast. They are:
- Seaworld
- Warner Bros Movie World
- Dreamworld
- Wet’n’Wild Water Park

The Gold Coast Arts Centre is Australia’s largest regional arts and entertainment complex, and hosts many national and international performers and productions.

The Gold Coast is also a venue for international events such as the Gold Coast Marathon.

The institute is located only a few kilometres from the famous beaches of the Gold Coast which offer opportunities year-round for swimming, surfing, fishing and boating. Golfers have the choice of over 30 golf courses, and the nearby Gold Coast hinterland has sub-tropical rainforests where visitors can hike, picnic or camp out.

Also nearby are Currumbin Sanctuary and Fleay’s Wildlife Sanctuary where visitors can view Australia’s unique animals such as koalas, wombats and kangaroos.

**General help for International Students**
The first place any student with a problem should go is the Administration Office. The institute staff will be able to help you or refer you to a person that can help you. If you have money problems, personal problems, problems with school or anything else the staff will be able to help you out with advice and getting you in touch with the right people.

**Welfare & Guidance Services**
The Australian Institute of Creative Design has available a list of service providers and contact details for a large range of welfare organisations and these are available from Student Services. State and national service providers are listed over the page.

<table>
<thead>
<tr>
<th>AMBULANCE</th>
<th>KIDS HELP LINE</th>
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<tbody>
<tr>
<td>Medical Transport</td>
<td>Telephone 131 233</td>
</tr>
<tr>
<td>EMERGENCY</td>
<td>000</td>
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<tr>
<td>AIDSLINE</td>
<td>Telephone 1800 133 392</td>
</tr>
<tr>
<td>ABORTION &amp; GRIEF COUNSELLING</td>
<td>Telephone 1300 363 550</td>
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<tr>
<td></td>
<td>Telephone 1800 55 1800</td>
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<td></td>
<td>LEGAL AID QUEENSLAND</td>
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<td></td>
<td>Telephone 1300 651 188</td>
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<td>LIFELINE</td>
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<td></td>
<td>Telephone 131 114</td>
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<td><strong>ALCOHOL &amp; DRUG INFORMATION</strong></td>
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<tr>
<td>Telephone</td>
<td>1800 177 833</td>
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<tr>
<td><strong>AUSTRALIAN SEARCH AND RESCUE</strong></td>
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<tr>
<td>Aviation Rescue</td>
<td>1800 641 792</td>
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<tr>
<td>Maritime Rescue</td>
<td>1800 815 257</td>
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<td><strong>CHILD ABUSE SERVICES</strong></td>
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<td>Telephone</td>
<td>1800 688 009</td>
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<td><strong>DOCTOR</strong></td>
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<tr>
<td>Treetops General Practice</td>
<td>55 93 7955</td>
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<tr>
<td><strong>DOMESTIC &amp; FAMILY VIOLENCE 24X7</strong></td>
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</tr>
<tr>
<td>Telephone</td>
<td>1800 811 811</td>
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<tr>
<td><strong>EMERGENCY ANIMAL DISEASE WATCH</strong></td>
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<tr>
<td>Telephone</td>
<td>1800 675 888</td>
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<td><strong>ELECTRICITY:</strong></td>
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<td>Emergency (Southport)</td>
<td>55 132 080</td>
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<tr>
<td><strong>FAMILY DRUG SUPPORT</strong></td>
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<tr>
<td>Telephone</td>
<td>1300 368 186</td>
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<tr>
<td><strong>FIRE BRIGADE:</strong></td>
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<tr>
<td>Enquiries etc</td>
<td>55 835 777</td>
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<td><strong>FIRE CALL</strong></td>
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<td><strong>GAMBLERS ANONYMOUS</strong></td>
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<tr>
<td>Telephone</td>
<td>1800 002 210</td>
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<tr>
<td><strong>GAY &amp; LESBIAN COUNSELLING</strong></td>
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<tr>
<td>Telephone</td>
<td>1800 184 527</td>
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<tr>
<td><strong>INTERPRETING SERVICES</strong></td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td>131 450</td>
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<tr>
<td><strong>HOMICIDE VICTIMS' SUPPORT GROUP 24X7 (QLD)</strong></td>
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<tr>
<td>Telephone</td>
<td>1800 774 744</td>
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<tr>
<td>Web site</td>
<td><a href="http://www.qhvsg.org.au">www.qhvsg.org.au</a></td>
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<tr>
<td><strong>MEN’S LINE AUSTRALIA</strong></td>
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<tr>
<td>Telephone</td>
<td>1300789 978</td>
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<tr>
<td><strong>PARENT LINE COUNSELLING SERVICE</strong></td>
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<tr>
<td>Telephone</td>
<td>1300 301 300</td>
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<td><strong>POISONS INFORMATION CENTRE</strong></td>
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<tr>
<td>Telephone</td>
<td>131 126</td>
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<td><strong>POLICE Non Urgent matters</strong></td>
<td>131 444</td>
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<td><strong>EMERGENCY</strong></td>
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<td><strong>PREGNANCY HELP LINE</strong></td>
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<td>Telephone</td>
<td>1300 139 313</td>
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<td><strong>SEXUAL HEALTH LINE</strong></td>
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<td>Telephone</td>
<td>07 3176 5881</td>
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<td><strong>SEXUAL HEALTH</strong></td>
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<tr>
<td>Telephone</td>
<td>07 5687 9200</td>
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<td><strong>STATEWIDE SEXUAL ASSAULT HELPLINE</strong></td>
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<tr>
<td>Telephone</td>
<td>1800 010 120</td>
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<td><strong>STATE EMERGENCY SERVICES (SES)</strong></td>
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<tr>
<td>Telephone</td>
<td>132500</td>
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<td><strong>SUICIDE PREVENTION</strong></td>
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<tr>
<td>Telephone</td>
<td>1300 360 980</td>
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<td><strong>TEEN CHALLENGE</strong></td>
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<tr>
<td>Telephone</td>
<td>1300 889 288</td>
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<tr>
<td>Web site</td>
<td><a href="http://www.teenchallenge.org.au">www.teenchallenge.org.au</a></td>
</tr>
<tr>
<td>(07) 3422 1500</td>
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<td><strong>QUIT LINE</strong></td>
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<td>Smoking</td>
<td>137 848</td>
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<tr>
<td><strong>WOMEN’S INFOLINK</strong></td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td>1800 177 577</td>
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</tbody>
</table>
Government Services
The College is located within the area covered by the Gold Coast City Council which is responsible for local and municipal services such as the provision of water, refuse collection and libraries. The Council-published “Community Services Guide and Events Calendar” contains a listing of services provided by the Gold Coast City Council, together with the phone numbers of the relevant departments. (Website www.goldcoast.qld.gov.au)

The Queensland State Government and the Australian Commonwealth Government maintain offices on the Gold Coast for many of their departments. The White Pages index near the front of the Gold Coast telephone book has a comprehensive listing where you can find contact information about the various government services available.

Also, the Queensland Government has a freecall number to call during business hours (9.00am to 5.00pm Monday to Friday) for inquiries about its services. The number is 137 468. Staff will assist you with your inquiry and provide you with a number for the correct State Government Department or Organisation.

Shopping
The Gold Coast has several major shopping centres and many smaller shopping complexes. Shopping centres located close to the Institute are:

- Robina Town Shopping Centre
- Treetops Shopping Centre
- T-Easy Shopping Centre
- Burleigh West Shopping Centre
- Mudgeeraba Shopping Centre

Shopping centres usually include a supermarket for buying food and household items, clothing and shoe stores, travel agents, banks, restaurants and coffee shops, pharmacies, book and photographic shops, jewellers, a medical centre, and other such amenities. Credit cards and charge cards are widely accepted when purchasing goods and services. The most commonly accepted cards are Visa, Mastercard, American Express, Diners Club International and Bank Card.

Transport:

The Gold Coast campus is located within walking distance from the new Varsity Lakes train station and is approximately a 5 minute drive from Robina Town Centre.

Full time students are eligible to apply for a Tertiary Transport Concession Card. All tertiary/post-secondary students in Queensland are required to have a Tertiary Transport Concession Card (TTCC) in addition to a student ID as proof of eligibility to purchase and travel on a concession go card or concession paper ticket.

Please allow up to 15 business days (or three weeks) for your application to be processed. If you are renewing your TTCC card, please make sure you check your expiry date and allow enough time to receive your new card.
A concession entitles the passenger to 50% off fares on approved public transport throughout Queensland.

You must always have your TTCC and student ID card with you when you travel on a concession fare. The TTCC does not replace your go card or paper ticket.

The TTCC is valid for up to 12 months (or the length of your course, if less than 12 months)

Surfside Bus lines: www.translink.com.au 131230
Surfers Paradise Transit Centre: +617 55843700

Currency
Australian dollar – AUD
VISA Card, MasterCard, Bankcard, American Express and Diner’s Club are accepted in most restaurants, supermarkets and retail outlets. There may be some additional charges added on public holidays or when using some credit cards. Always check which credit cards are accepted before entering the business. There is usually a credit card sticker on the front of the store or business that indicates accepted cards. All business transactions are in Australian dollars only.

Banking
The 4 major Australian banks are Westpac, ANZ, NAB and the Commonwealth. Trading hours are Mon – Thu 9am – 4pm, Fri 9am – 5pm. Some of the smaller banks and Building societies are open late Thursday night and Saturday mornings. You will need to check opening hours with these banks.

The closest foreign currency exchange to the campus is Crown Currency Exchange located in Pacific Fair Shopping Centre, Broadbeach, QLD, 4218
Phone number: (07) 55704933

For more currency exchange locations visit: http://www.startlocal.com.au and enter foreign currency exchange.

Most banks also offer extended banking facilities by way of automatic teller machines (ATMs). These machines can be used for withdrawals and deposits 24 hours a day.

Major department stores, supermarkets and petrol stations also have electronic transfer terminals (EFPTOS) where withdrawals can be made when purchasing goods.

Bank charges can vary considerably, and it is advisable to check what fees are involved before opening an account, changing money or arranging any transaction.

Opening a bank account
In Australia there are two types of Banking organisations banks and credit unions. Credit unions are co-operative banks. Each person who has an account with a credit union also has shares in the credit union.
When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver’s license or identity card from your home country).

**There are two basic types of accounts:**

- an every day account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and “EFTPOS” (Electronic Funds Transfer at Point Of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.
- investment accounts - these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees. It is best to shop around for a bank that suits you. Find a bank that has offices near your home for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged.

When you open your bank account the bank will ask you for your Tax File Number.

**Applying for a tax file number**

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one. However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number by going to the local post office and asking for an application form. Follow the instructions on the form and you will be issued with a Tax File Number.

Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

**Post Office**

Australia Post is the national postal service for Australia and handles all domestic and international mail services. There are a number of different options close to the institute and these are listed below.

<table>
<thead>
<tr>
<th>Outlet Name</th>
<th>Street Address</th>
<th>Postcode</th>
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<tbody>
<tr>
<td>Post Shop</td>
<td>BURLEIGH BC</td>
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<tr>
<td></td>
<td>SHOP 3 6 CLASSIC WAY BURLEIGH WATERS QLD</td>
<td>4220</td>
</tr>
<tr>
<td>Licensed Post Office</td>
<td>WEST BURLEIGH LPO</td>
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<td></td>
<td>ROBINA TOWN CENTRE SHOP 53 ARBOUR LANE ROBINA QLD</td>
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<td>Licensed Post Office</td>
<td>BURLEIGH TOWN LPO</td>
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<td>STOCKLAND BURLEIGH HEADS SHOP 97 149 WEST BURLEIGH RD BURLEIGH HEADS QLD</td>
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<td>Community Postal Office</td>
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<th>Service Provider</th>
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<tr>
<td>Lifeline Australia</td>
<td>Gold Coast</td>
<td>07 5539 9922</td>
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<tr>
<td>Salvation Army</td>
<td>80 Davenport St, Southport</td>
<td>07 5591 2729</td>
</tr>
<tr>
<td>Medical Centre</td>
<td>1 Cavill Ave, Surfers Paradise</td>
<td>07 5538 6355</td>
</tr>
<tr>
<td>Robina Hospital</td>
<td>2 Bayberry Ln, Robina</td>
<td>07 5668 6000</td>
</tr>
<tr>
<td>Gold Coast Legal Services</td>
<td>24 Davenport St, Southport</td>
<td>07 5532 9611</td>
</tr>
</tbody>
</table>
CALLING EMERGENCY SERVICES

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies)

PUBLIC TELEPHONES

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre Paid Telephone Cards cost $5, $10, $20 and $50 and may be purchased at most newsagencies, post offices and convenience stores.
Making Phone Calls within Australia

To make international phone calls:

- Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

To make domestic phone calls:

- Dial – the area code + phone number

<table>
<thead>
<tr>
<th>Area Code</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>(02)</td>
<td>ACT, NSW</td>
</tr>
<tr>
<td>(03)</td>
<td>VIC, TAS</td>
</tr>
<tr>
<td>(07)</td>
<td>QLD</td>
</tr>
<tr>
<td>(08)</td>
<td>SA, WA, NT</td>
</tr>
</tbody>
</table>


Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Brisbane would be 7 instead of 07), and then dial the required number.

*Example:*  
*International access number* +61 7 5599 3662

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you

Global Gossip Mobile [http://www.globalgossipmobile.com/](http://www.globalgossipmobile.com/) allows you to organise your mobile phone number before you leave home and have your mobile waiting for you when you arrive in Australia.

**Computer & Internet Access**

You can compare a range of internet plans at [http://www.internetchoice.com.au/](http://www.internetchoice.com.au/). In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

**HEALTH COVER**

**Overseas Health Cover Providers**

The Australian Institute of Creative Design allows students to select the health cover provider of their choice. We recommend AHM (Australian Health Management) Overseas Student Health Cover.


As an international student it is a requirement of your student visa that you have private health cover for the duration of your stay in Australia. DIBP advises that International Students who do not maintain their OSHC may have their visas cancelled.

**MEDICAL SERVICES**

The Gold Coast is served by three general hospitals (at Southport, Robina and at Tweed Heads) and by a number of private hospitals. Medical specialty services and 24-hour medical clinics are available. The area also has a variety of paramedical services, such as physiotherapy, occupational therapy, community health and alternative and holistic practitioners.

Doctors throughout the Gold Coast are listed in the Yellow Pages telephone book under “Medical Practitioners.” Also included is a Medical Practitioners Locality Guide which lists doctors and medical centres according to suburb or area on the Gold Coast.

Should you require emergency medical assistance, call 000 on the telephone. The Queensland Ambulance service is able to respond to emergency calls within just a few minutes. **This number should not be used for non-emergency health problems.**
EMPLOYMENT
Student visa holders are permitted under Federal law to work up to a maximum of 20 hours per week with that amount increasing to 40 hours during term breaks in the academic calendar. Field work/training as part of a course is not counted in the allowed 20 hours. Students should refer to the Department of Immigration and Border Protection for advice on their allowable hours in which they can gain employment and work.

DIBP – Department of Immigration and Border Protection 131881

Job Search Websites:
www.careerone.com.au
www.seek.com.au

There is a range of external agencies where you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:

1) WorkCover
The Queensland WorkCover Authority is the manager of Queensland’s workplace safety system, and provides information on work cover and workplace occupational health & safety issues. For more information, please visit the website:

2) Anti-Discrimination Commission
The Anti-Discrimination Board receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit:
http://www.adcq.qld.gov.au/ or contact:
Enquiries line:
1300 130 670 or TTY 1300 130 680

Street address
Level 17
53 Albert Street,
Brisbane
(cnr Albert and Margaret Streets near the City Botanic Gardens)

Postal address
City East Post Shop
PO Box 15565
City East QLD 4002

Office hours:
9am to 5pm Monday to Friday

3) Australian Taxation Office
The Australian Tax Office Provides information on taxation and superannuation issues
For more details, please visit: http://www.ato.gov.au/ or contact the Taxation Office:
Phone 13 28 61 for an appointment

4) Awards and Wages
The Queensland Government provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please visit
https://www.business.qld.gov.au/business/employing/employee-rights-awards-entitlements/paying-staff or contact:
Telephone: 137468

5) Legal Aid Commission
The legal aid commission offers free telephone advice service and can assist with applications for legal assistance. Please visit http://www.legalaid.qld.gov.au for more information or contact any of the following Queensland Legal Aid Office:
1st floor, 100 Scarborough Street, Southport PO Box 1275, Southport, 4215
Phone 1300 65 11 88

6) Australian Industrial Relations Commission (AIRC)
AIRC functions broadly to facilitate agreement making between employers and employees or organisations of employees about wages and conditions of employment and to ensure that a safety net of fair, minimum wages and conditions is established and maintained. For more information, please visit: http://www.airc.gov.au/ or contact the Commission and registry:
Australian Industrial Registry Level 14, Central Plaza Two, 66 Eagle Street, Brisbane, QLD 4000 Ph: (07) 30000399 Fx: (07) 30000388

AIRPORT TRANSFERS
Brisbane and Gold Coast airports feed all flying passengers into and from the Gold Coast region. Both airports have taxi, limousine and bus services while Brisbane has a direct rail connection to the Gold Coast.
Information and external bookings can be made using the website below.
http://www.con-x-ion.com/
Application Step-by-Step Process Model:

STEP 1: Student enquiry and application (via agent, exhibition, email, phone or fax)

STEP 2: International admissions issues "Letter of Offer"

STEP 3: Student acceptance (return signed forms and fees)

STEP 4: International admissions issues electronic Confirmation of Enrolment (eCoE)

STEP 5: Student finalises VISA application with Department of Immigration and Border Protection (DIBP)

STEP 6: Student registers for OSHC cover

STEP 7: Student makes travel and/or accommodation arrangements

STEP 8: Student arrives in Australia and sets up bank account, mobile phone etc

STEP 9: AICD Orientation, registration and student cards

STEP 10: Classes begin!
Things to Do:
Before Leaving Home:
- Apply for passport
- Arrange student visa -
- Arrange Overseas Student Health Cover (OSHC)
- Make contact with institution
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements.
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
  - Name and contact details of an institution representative
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
  - Important documents:
    - THIS HANDBOOK!
    - Passport
    - Letter of offer
    - eCoE
    - Certified copies of qualifications & certificates
    - Travel insurance policy
    - ID cards, drivers licence, birth certificate (or copy)

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.
Upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend institute specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and community associations (eg music, sporting and cultural clubs).
Section 2: Studying at AICD

Resources Available to students

The Australian Institute of Creative Design is a small private Registered Training Organisation (RTO) and is located on the Gold Coast in Queensland. The building is situated in a light industrial complex, next to the Varsity Train station and within a short drive of shops, beaches and the Gold Coast Hinterland – a green and picturesque semi rural, semi wild area of Australian bush.

Institute equipment and physical facilities include:-

- Lecture and seminar facilities
- Design studio
- Industrial and domestic sewing machines
- Industrial and domestic overlockers
- Whiteboards
- Cutting tables
- Irons and ironing boards
- Pressers
- Mannequins
- DVD and PowerPoint presentations
- Light boxes
- Internet access
- Photocopier with scanning and colour printing facilities
- Shower

Students at the Australian Institute of Creative Design are provided with large roomy classrooms with good light and all rooms are air-conditioned. There are kitchen facilities with kettles provided along with tea, coffee and milk, a fridge for the students use and a number of microwave ovens. Also on the premises is a vending machine and seating where they can consume food bought from the vending machine or brought from home. The Australian Institute of Creative Design’s premises also have two toilets, one of which also includes a shower and is set up for people with a disability. It is advised that students take all valuables including equipment, home with them at the end of the day and that these are not left on the institute’s premises.

Classes at the Australian Institute of Creative Design are kept small with a ratio of one Trainer/Assessor to 14 students as a maximum. Some classes might even be smaller than this. These small class numbers mean that every student gets the help and assistance they require.
ENTRY REQUIREMENTS FOR INTERNATIONAL STUDENTS

International students are eligible to apply to the Australian Institute of Creative Design if they fall into one of the following categories:

- Have successfully completed their secondary schooling, or equivalent, or;
- Are adults with previous training or work experience, or;
- Are special creative applicants that pass an entry exam,
And;
- Must be 18 years of age or older, and
- Demonstrate proficiency in English to the following levels:

<table>
<thead>
<tr>
<th>IELTS* Band Score (overall)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.5</td>
<td>Has generally effective command of the language, coping with overall meaning in most situations, despite some inaccuracies and misunderstandings Should be able to handle basic to more complex communication in own field</td>
</tr>
<tr>
<td>4.5</td>
<td>Basic competence in familiar situations. Will require a maximum of 30 weeks ELICOS training.</td>
</tr>
</tbody>
</table>

* IELTS Test conducted not more than 24 months before the day on which the application is made.

Applicants should submit:

- Completed International Student Application form;
- Signed agreement all policies and conditions have been understood and accepted;
- Completed medical information form (found on the enrolment form);
- Certified transcripts of academic records from last two years of schooling;
- Certified evidence of date of birth;
- Letter(s) of recommendation from teacher(s);
- Copy of passport details;
- Copy of English language test/evidence English language proficiency;
- A statement that should include a brief history of their involvement in any related creative activities;
- A 200-word handwritten statement in English describing:
  - Reasons for wishing to follow a career in their chosen creative field;
  - Short and long term career goals;

Each applicant is interviewed prior to being offered placement in the course. In the case of international students this can be undertaken via teleconference or Internet (using programmes such as SKYPE).

At the interview, applicants are required to talk generally about their interests and reasons for their application to this course.

No applicant will be refused entry on the basis of gender, age (except for the case of students under the age of 18 years), marital status, pregnancy, race, colour, ethnic background or religious beliefs. The Australian Institute of Creative Design is an equal opportunity employer and training organisation, and actively implements non-discriminatory policies in all its operations.
ESOS Framework
An explanation of this document is available at Information for International Students

The ESOS framework—providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

Protection for overseas students
As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights
The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider’s requirements are for satisfactory progress in the courses you study and
- what support is available if you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study
in Australia. If you want to transfer before you have completed six months of your final course you need your provider’s permission.

Your responsibilities
As an overseas student on a student visa, you have responsibilities 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 your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider’s attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact details

<table>
<thead>
<tr>
<th>Who?</th>
<th>Why?</th>
<th>How?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your provider</td>
<td>For policies and procedures that affect you</td>
<td>▪ Speak with your provider</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Go to your provider’s website</td>
</tr>
<tr>
<td>Department of Education and Training</td>
<td>For your ESOS rights and responsibilities</td>
<td>▪ <a href="#">ESOS Legislative Framework</a> General Enquires 1300 615 262</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ <a href="#">ESOS Enquiry Form</a></td>
</tr>
<tr>
<td>Department of Immigration and Border Protection (DIBP)</td>
<td>For visa matters</td>
<td>▪ <a href="#">www.border.gov.au</a></td>
</tr>
</tbody>
</table>

Student Orientation
At the start of the academic year the Australian Institute of Creative Design will hold orientation. This is a great opportunity for you to meet your fellow students and your Trainer/Assessors. During this time you get to find out the nitty gritty of the year and what your studies will bring you. This is a great opportunity to find out what you’ll need for all your classes and most importantly a great time to socialise and should not be missed. You will also receive timetables and specific course requirements as well as having the opportunity to purchase equipment packs at competitive prices.

Our Commitment to You
The Australian Institute of Creative Design difference is that all our Trainer/Assessors have REAL industry experience. We are committed to bringing you the most up to date Industry relevant training available in Queensland and Australia wide. We give our students 110% of our time and energy in ensuring that our graduates are the best in the industry.

Your Commitment to the Australian Institute of Creative Design
Your commitment to studying at the Australian Institute of Creative Design is the commitment you give to your own future. Working together we can make your future dreams a reality sooner.
Language, Literacy and Numeracy
All students studying at the Australian Institute of Creative Design are assessed for Language, Literacy and Numeracy (LL&N) skills through an online test found at [http://lln.safework.com.au/](http://lln.safework.com.au/). We advise international students to take the test prior to finalising their application. All students who are identified as needing extra assistance with LL&N (and any others who feel that they need extra assistance) will receive this assistance within the Australian Institute of Creative Design.

External Support and Assistance for Students
The Australian Institute of Creative Design has available a list of service providers and contact details for a large range of external support and assistance for students and these are available from Student Services.

Flexible Learning
Courses at the Australian Institute of Creative Design are very hands on and practical in nature. Classes are scheduled for the most part, between the hours of 9.00am and 4.30pm. Attendance for Diploma and Advanced Diploma Qualifications will be timetabled over three or four week days, whenever possible, allowing students to fulfil work commitments and complete homework. RPL (Recognition of Prior Learning) is also available to any student who feels that they have covered the work previously and for information please refer to the RPL policy on page 49.

Student Access to Their Personal Details
Student access to their own files and results beyond Academic Transcript results that are posted out to them is unusual; therefore the following procedure must be adhered to:

- Students wishing to access their files and competency results must do so in writing.
- Forty-eight hours notice must be given and any copies required from the student’s file must be copied at the student’s own expense.

Student Identification
You will be issued with a student identification card on enrolment and full payment of fees. This number will be your identification code for roles, assignments, result notices and fees. Your student identification number must be kept confidential. The student identification card may also give you discounts at selected participating businesses.

Student Code of Conduct
It is a legal requirement that accurate roles are kept for the duration of your course. The Institute staff are responsible for your safety and must know your whereabouts at all times while present at the college. If you need to leave the premises during the day you must inform your Trainer/ Assessor of where you are going and how long you think you will be.

Repeated lateness creates disruption, loss of class time for other students, time wasted in repeating information and loss of quality delivery and momentum. If you are more than 15 minutes late for a class you will be marked absent and may be refused entry into that class (this is at the Trainer/ Assessors’ discretion). If you leave early or do not return to a class after a break you will also be marked absent. This could reflect in your results especially where you are required to practically demonstrate the skills and knowledge for that unit or cluster of units during class time.

Medical certificates must be provided for any absence where an assessment task is due. Class contribution may also be assessed by a Trainer/ Assessor and should be considered. In the
case where parents are responsible for the fees of a student, they will be notified in writing where a student attendance record is unsatisfactory. It is the student’s responsibility to contact Trainer/Assessors or students to catch up missed work. It is not required that a Trainer/Assessor will repeat or re-deliver a missed lesson.

If you have been absent for a period of over two days and not notified administration the Australian Institute of Creative Design will contact you by phone or email to establish your situation and discuss your options.

**Mobile Phones**
Mobile phones must be switched off during lessons. Emergency calls can be directed to administration and/or your Trainer/Assessor.

**Eating or Drinking in class / Smoking**
Eating or Drinking in class is not permitted. Any damage caused to property or equipment of the Australian Institute of Creative Design by food or drink must be paid for by the student. You may be suspended until all damages have been fully paid for. Smoking is banned at all times within the Australian Institute of Creative Design and as part of Queensland legislation people are prohibited from smoking within four metres of an entrance of any commercial building. Any damage or cost incurred by the Australian Institute of Creative Design due to a student smoking will be paid by in full by that student.

**Classroom Responsibilities**
Students are responsible for keeping their desks and work areas clean at all times. It is everyone’s responsibility to maintain the appearance of the classrooms to a level that does not reflect adversely on themselves, the Institute or in any way affect other students’ ability to work. Stickers or other adhesive materials cannot be placed on any property belong to the Institute. The offenders will be responsible for the removal and any costs incurred for damage.

Wilful damage of premises, equipment or property will be treated as a criminal offence and will be reported to the police. The offending student and/or guardian will be responsible for all costs incurred.

Students must use cutting boards at all times and will be responsible for the cost for any damage incurred.

**Disruptive Behaviour**
Disruptive behaviour in classes will not be tolerated. Any verbal abuse towards Trainer/Assessors or other students will result in a warning letter addressed to the student and if applicable, parents or guardians. This information will be recorded in the student files and repeat offenders may be expelled. Physical abuse is a crime and will be reported immediately to the police. If applicable, parents or guardians will be notified immediately and this may result in instant dismissal.
The student/guardian will still be liable for full fees owing after dismissal for verbal or physical abuse.

**Workplace Health & Safety**
☐ At the start of each year a full fire drill will be held where students and staff will participate in evacuation procedures. Signage is posted in all appropriate sites around the campus showing evacuation map and other emergency and safety procedures.
At the start of each unit of competency or cluster of units all students will be informed of the occupational health and safety issues and requirements that relate to the industry for which they are training. Trainer/Assessors will ensure that all students are aware of the safety precautions, correct operating procedures and correct maintenance for all equipment and machines used by the student.

Attire – different study areas will have different expectations and these will be covered in the individual course orientation. Generally, students involved in product development and beauty therapy students must wear flat enclosed shoes. Beauty students will also be required to wear a uniform.

Long hair must be tied back and secured or worn in a hair net while operating any machinery.

Attire – different study areas will have different expectations and these will be covered in the individual course orientation. Generally, students involved in product development and beauty therapy students must wear flat enclosed shoes. Beauty students will also be required to wear a uniform.

Fingernails must be maintained at a practicable length. Long nails will not be allowed.

No loose clothing or jewellery should be worn while operating machinery.

Spray adhesives and fixatives are totally banned from the campus.

Emergency Procedures

In the event of an emergency or evacuation of the Institute it is important that all students follow the directions of Australian Institute of Creative Design Trainer/Assessors and staff at all times. Do not panic. Do not run.

Course Delivery

Delivery Methods

Most of the courses at Australian Institute of Creative Design use face-to-face delivery but some study is offered online.

All compulsory sessions that require student attendance due to assessment are identified in the relevant units or cluster Assessment Guide.

You will be provided with an Assessment Guide for your units or clusters being completed. It is your responsibility to keep this guide and refer to it for all information on assessment tasks and delivery schedule of your units or clusters.

Many of the units and clusters will also provide you with workbooks and reference materials and it is your responsibility to bring these to class as directed by your Trainer/Assessor.

Time Frames

Trainers/Assessors will have estimated the time all classroom tasks should take you. However in order for you to complete all the work that is expected for assessment tasks you will be required to spend up to another 30% of your time on assessment tasks. What this means is that for every six hours of face to face delivery in class, you can expect to spend at least another two hours completing tasks at home. Some Trainers/Assessors will be available by appointment outside of delivery time for you to discuss assessment and classroom tasks and you should avail yourself of this service if you feel that you are not coping with your workload.

Assessment Overview

Assessment Strategy:

All the qualifications offered by the Australian Institute of Creative Design are largely practical in nature and are competency based. You must achieve competency in all the units...
offered for each qualification you are enrolled in. If you successfully complete some units of competency but not all the units you will be eligible for a statement of attainment for the units you have completed.

Due to the practical nature of our qualifications it is important that you maintain your attendance and complete all work covered. There is no substitute for practical and hands on experiences and this is something that can’t be copied from someone else’s notes. Due to this we recommend that all students strive to maintain an acceptable attendance rates. Missing more than 1 or 2 sessions of any one course of study will seriously disadvantage your ability to achieve competency in that course and could result in you re-enrolling and paying for the course again.

Any absences, especially on an assessment date **MUST** be justified by the submission of a medical certificate or similar to be considered eligible to retake the assessment and still be eligible for a supplementary assessment. Students who fail to supply adequate evidence of a valid and reasonable reason for their absence will be allowed only one attempt at the assessment task and will only be eligible for a ‘Competent’ or ‘Not Yet Competent’ result.

**Assessment Codes**

**Key to grades:**

- **Y** Competent
- **N** Not Yet Competent

To be found competent in a unit of competency students must satisfactorily fulfil all the assessment requirements for that unit.

Student excellence is recognised through Industry Recognition Awards that are awarded and decided by relevant industry groups and businesses.

**Assessment Policy and Procedure**

1. **Purpose**

This policy is intended to ensure all assessment judgements at Australian Institute of Creative Design are consistently made on a sound basis and that validation of assessment judgements is carried out. It is aligned to the VET Quality Framework (VQF) and Standard 1: The RTOs training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of the training package and VET accredited courses, Clauses 1.8 – 1.12 Conduct Effective Assessment; and ASQA’s General Direction – retention requirements for completed student assessment items.

2. **Policy Procedure/s**

2.1 **Principles of Assessment**

- Students are informed of the option to apply for RPL by the Australian Institute of Creative Design website, at the student interview and student induction. Adjustments to the training and assessment programme is made for each learner following the successful granting of RPL.

- Students who indicate a learning or physical disability on enrolment will have the options for reasonable adjustment of assessment tasks made available for them. All requests for reasonable adjustment will be considered on a case by case basis as different courses and student needs will differ. The requirements of the course and units of competency must be taken into consideration when determining any reasonable adjustment. If it is not possible to accept the student due to no reasonable adjustment being able to be determined, the student will be given advice to alternate courses and qualifications that they might be able to undertake.

- Students are fully informed of all assessment requirements, the processes and expectations of assessment through the detailed writing of assessment tasks presented in the Assessment Guide for the unit of competency or cluster of units that the student is undertaking. All assessment tasks must indicate the related units of competency and the elements being assessed. They must be written clearly so that a student can understand them and benchmark examples should be provided to guide student responses.

- A range of assessment methods are developed so that students can demonstrate competency appropriate to individual student needs and that cover a range of
environments and contexts that are relevant to the unit of competency. This is undertaken through systematic validation of all assessment tasks and regular moderation of the efficacy and suitability of the tasks.

- Assessment tasks and methods are validated and checked that they match assessment requirements and the knowledge and skills required by the student of the task.
- In order to make assessment decisions consistently across different learners and different assessors in the same unit or module, evidence criteria and decision rules to judge the quality of performance, are used. These can include model answers and descriptions of observable skills or examples of completed work.

2.2 Rules of Evidence

- To ensure that all student work submitted is their own work, students are required to, wherever possible, complete assessment tasks at least partially in front of the assessor depending on the requirements of the task being undertaken. Written tasks that are submitted online are subject to plagiarism checking computer programme to ensure that the work is original.
- Evidence collected is current in relation to determining student competency at the time the decision is being made through the practical observation of all relevant skills and knowledge wherever possible.

2.3 Student right of appeal

Students wishing to appeal their results should first approach their trainer/assessor and ask for an explanation of their assessment outcome. If dissatisfied with the answer they have the right to request an assessment review. The relevant Education Programme Manager (EPM) will undertake this review. If the EPM is the original assessor they may appoint another assessor to review the assessment. In reviewing the assessment, the student response must be checked against the assessment task requirements and the unit of competency. A sample of other student tasks will also be reviewed and moderated to assess the consistency of decisions made across different students with different assessors whenever possible. Students who wish to pursue a formal grievance should assess the Academic and Non-Academic Grievance Policy and Procedure.

2.4 Retention of assessment items

All student evidence submitted for a judgement of competency is required to be kept for six months after the date that the judgement was made. As this is not possible given the practical nature of most assessment tasks, students will be required to submit electronic evidence of their submitted work to be held for the required timeframe.

Assessments that are computer-based (research, reports, etc.) must be handed to the Trainer in PDF format on a USB stick. The electronic files will be marked and saved in the student file as assessment evidence. Students are advised to keep a copy of these files for their own records.

Trainers in the classroom must witness assessments that include garments, make-up looks, design boards, or portfolios, and photos provided to the Trainer in Adobe PDF format. Physical work will be marked and returned to the student, and the PDFs will be saved to the student file as assessment evidence.

Students are to follow these steps to create assessment evidence. Failure to do so will delay their marking and cause students to lose marks:

- Students are to take clear photographs of their work using a phone or camera with >5Mp resolution.
- Import photographs into Microsoft Word (or Page if using a Mac), click on Save As, and choose “PDF”. One PDF document only per assessment task.
- Name the file Surname_Initial_TaskNumber.pdf. Files that are not correctly named will not be accepted. Refer to the Assessment Guide for the correct number of each assessment.
- Students are to give the properly named file to the relevant Trainer on an empty, recently formatted USB stick. Trainers will copy the file, check it and return the student USB stick. Files containing viruses will not be accepted. Reception or Admin staff cannot accept these files from students.
Students who hand in assessment tasks but do not provide electronic assessment evidence will not have their results recognised until the evidence has been provided.

2.5 Due Dates
Trainers are to make all assessment due dates clear to students at the start of the unit of study, unit of competency or cluster of units. Due dates should not be changed by trainers unless a change has been negotiated with the relevant Education Programme Manager and all students have been fully informed of the changes. Changes should only be considered if the original timeline for assessment was found to be unrealistic or unsuitable and would disadvantage the students.

2.6 Extensions
- The student must approach the trainer concerned well before the due date or if absent on the due date for an assessment task, immediately on return to the Australian Institute of Creative Design;
- Formal requests for extensions must be submitted in writing 48 hours prior to the advised deadline using the required form (may be obtained from Administration);
- Applications for extensions will only be considered if the circumstances are extenuating and could not be predicted;
- Length of extension is determined by period of student absence supported by accompanied evidence;
- Doctor’s certificates must be produced to verify illness (or other documentary evidence, where applicable).

2.7 Student responsibilities
Students are responsible for:
- Complying with the assessment task submission process as determined by their Trainer/Assessor and the retention of electronic assessment evidence as detailed under 5.4 above;
- Collecting, arranging feedback and negotiating resubmission of the assessment task;
- The retention and resubmission of the assessment task (if a re-evaluation is required).
- All work being considered for assessment must be the student’s own work. If the student has been found to have copied the work, plagiarised or otherwise cheated the work will be found unsatisfactory, and the student will have to negotiate a new assessment and will forfeit all rights to a supplementary assessment for the entire unit of study/unit of competency.
- Students must properly acknowledge all information sources.
- All students have two attempts to demonstrate competency in an assessment task. Late submission of a task will be counted as their first attempt.
- Students failing to submit their resit/resubmit assessment task by the due date will be awarded a final unsuccessful result for that assessment task and may be required to re-enrol to gain competency.
- Students wishing to challenge the result of an assessment must do so in writing as per the Academic and Non-Academic Grievances Policy and Procedure.
- Students who are assessed as being ‘not yet competent’ in a unit and who have exhausted all the above opportunities for reassessment MUST RE-ENROL in the competency/unit of study if they wish to be considered eligible for the qualification for which they are enrolled.
- Assessors are responsible for complying with the AICD reporting requirements and must submit all completed paperwork to administration in a timely manner and where a qualification has concluded this must be within one (1) week of the final study date.

Academic & Non-Academic Grievance Policy and Procedures
Definitions
For the purposes of this document the following applies:
The Act refers to the Higher Education Support Act 2003
Student/s in this document ‘student’ refers to both students and potential students, enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Complainant refers to Students (as defined above) who have lodged an academic or non-academic complaint with the Australian Institute of Fashion Design Pty Ltd. Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

**Overview**
The Australian Institute of Fashion Design Pty LTD is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students. Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant’s place of residence or mode of study.

**Responsibility**
The VET Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

**Informal Grievance Procedure**
Students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are support staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting their Department Education Manager or the RTO Manager in person at 14/475 Scottsdale Drive Varsity Lakes, 4227 or by phoning (07) 5593 8335.

**Formal Grievance Procedure**
General principles applying to all stages of this grievance procedure which will be adhered to by the Australian Institute of Fashion Design Pty Ltd are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the Australian Institute of Creative Design Quality Management System.
- A Complainant shall have access to this grievance procedure at no cost.

**Stage One**
- Formal grievances should be submitted in writing clearly outlining the grievance and marked to the attention of the RTO Manager as follows:

RTO Manager
14/475 Scottsdale Drive
Varsity Lakes 4227 QLD
The RTO Manager within the Australian Institute of Fashion Design Pty Ltd will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within twenty (20) working days for finalisation of this stage of the grievance procedure. The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

**Stage Two**
If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Principle Executive Officer (PEO) (who is senior to the original decision maker). The PEO may appoint a dedicated complaints committee or a unit established for the specific purpose of determining the appeal – Student Appeals Review Committee (The Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within ten (10) working days for finalisation of this stage of the grievance procedure. The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

**Stage Three**
If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by the Australian Institute of Fashion Design Pty Ltd. Domestic and International students have different avenues of external appeal at their disposal and both are laid out below.

**Domestic Students**
If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal to an external appeals body.
If, after following the Australian Institute of Fashion Design’s internal procedures, you still believe the institute is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form.


Other options for external appeal can be found at:

**International Students**
The legislation establishing the Overseas Students Ombudsman passed on 21 March 2011 and came into effect on 9 April 2011. The Overseas Students Ombudsman is now operating and able to take external appeals for overseas students studying in Australia. Their website can be found at: [http://www.oso.gov.au/private-education-providers/](http://www.oso.gov.au/private-education-providers/)

The Overseas Students Ombudsman will provide the external complaints and appeals mechanism available to all private registered education providers and current, or intending, overseas students under Standard 8 of the National Code.

The Overseas Students Ombudsman's service will be free of charge to both providers and students.

Overseas Students Ombudsman contact details:
In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates).
Outside Australia, call +61 2 6276 0111.
Overseas Students Ombudsman
GPO Box 442
Canberra ACT 2601
AUSTRALIA

The AIFD agrees to be bound by the External Reviewer’s or Overseas Students Ombudsman’s recommendations and the PEO will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external reviewer.

**Publication**
This Academic & Non-Academic Grievance Policy and Procedure will be made available to students enrolled or potential students seeking to enrol with the Australian Institute of Fashion Design Pty Ltd through publication on the website (www.aicdedu.com.au) and the student handbooks.

**Access and Equity Policy and Procedure**

**Purpose**
The Australian Institute of Creative Design is committed to promoting a fair and equitable environment for staff and students that is free from discrimination, harassment and vilification.

**Scope**
This policy applies to all current and prospective RTO staff and students and should be read in conjunction with the “Academic and Non-Academic Grievances Policy and Procedures” and “Fair Treatment and Equal Benefits Policy and Procedures”.

**Definitions**
**Reasonable adjustment:** Refers to adjustments that can be made to the way in which evidence of student performance can be collected. The evidence criteria for making competent/ not yet competent decisions should not be altered in any way.
**Credit Transfer:** Direct credit offered to students for units of competency already previously achieved.
**Recognition of Prior Learning:** The acknowledgement of a person’s skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.
**Unjustifiable Hardship:** Part 10 of the Disability Standards for Education states:
(2) These Standards do not render it unlawful for an education provider to fail to comply with a requirement of these Standards if, and to the extent that, compliance would impose unjustifiable hardship on the provider.
(3) The provider must comply with the Standards to the maximum extent not involving unjustifiable hardship.

Australian Institute of Creative Design has a responsibility to demonstrate that the exception operates in all claims for reasonable adjustment.

**Policy Statement/s**
The Australian Institute of Creative Design has a ‘zero tolerance’ policy on any form of discrimination and is committed to treating all students and staff equally and with respect. Respect of beliefs and individuality is fundamental to this. This policy is consistent with all other policies of AICD and it is also consistent with the Standards for Registered Training Organisations (RTOs) 2015, Standard 1 Clause 1.8 which form part of the VET Quality Framework; the QLD Anti-discrimination Act 1991; the Commonwealth Disability Discrimination Act 1992; and Disability Standards for Education 2005.

**AICD Student Recruitment:**
- Training and assessment services are available to all prospective students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual
impairment. Australian Institute of Creative Design uses the same recruitment and admission process for all applicants.

- Bases admission to courses and programmes solely on availability of places and the applicant satisfying course entry requirements.
- Provides applicants with adequate information and support to enable them to select the most suitable programme for their needs.
- Students are interviewed prior to being accepted into the course and complete a questionnaire and an on-line Australian Core Skills Framework core skills indicator test.

**Learning environment free from harassment, discrimination and victimisation**

- Australian Institute of Creative Design specifies standards of behaviour expected from students and staff in its Codes of Conduct.
- Australian Institute of Creative Design has policies and procedures in place for preventing harassment and discrimination.
- Australian Institute of Creative Design ensures that students are fully informed of the assessment process and performance expectations before undertaking assessment.
- Australian Institute of Creative Design has an appeals process to provide an avenue for students to challenge an assessment decision and to have an assessment reviewed objectively.

**Inclusive learning**

- Australian Institute of Creative Design considers issues relating to access and equity when specifying course entry requirements and any prerequisites.
- Offers credit transfer and recognition of prior learning to all applicants and students.
- Provides language, literacy and numeracy requirements consistent with the vocational level of the qualification.
- Australian Institute of Creative Design provides assessment processes that are fair, valid, reliable and consistent through:
  - Recognition of previously acquired skills and knowledge,
  - Adequate information on course and subject assessment, prior to enrolment in the course,
  - Adapting assessment to meet student needs while still maintaining a high quality, valid and consistent process, (refer the reasonable adjustment)
  - Giving students the right to appeal an assessment or recognition decision,
  - Giving all students an equal opportunity to demonstrate competence.

**Australian Institute of Creative Design provides support to those with special needs**

- All cases for reasonable adjustment are taken on a case by case need and will be assessed against the requirements of the qualification being applied for and the relation to unjustifiable hardship. Some costs may have to be borne by the student if they require one-on-one specialist support or assistance.
- Reasonable adjustment is provided to those with a disability or special need according to individual circumstances and where the application of reasonable adjustment does not diminish the benchmarks and standards used to assess competence.
- Alternative assessments are negotiated with students where reasonable adjustment applies.
- Where possible students with special needs are offered education support and where the Australian Institute of Creative Design lacks the expertise to assist students they will be referred to other support agencies at no charge. Some costs may have to be borne by the student if they require one-on-one specialist support or assistance.

**Special Consideration**

Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or submitting an assessment task, or believes that their performance in an assessment event has been affected by the incident.

**Policy Procedure/s**

**Student recruitment and course information**
All information published to the Australian Institute of Creative Design website is checked for accuracy and completeness of information and all statements of outcomes are consistent with the course outcomes and expectations.

All prospective students are encouraged to come in for an interview where they can see examples of previous student work and the standards expected by the end of the qualification, ask questions and establish attendance and assessment requirements.

Students are required to complete a tailored questionnaire for the course they are interested in to establish the suitability of the course for their requirements and to complete an online Australian Core Skills Framework Indicator test. If the results from these screening activities indicate that the student could have difficulty with the course they will be further contacted to determine the efficacy of the screening tests and to establish the level of learning support required for the student by phone or email.

Students who have identified a disability or who have an identified area of support will be fully consulted in determining any adjustments required by the course and advised of the possible outcomes in successfully completing the course.

Learning environment

All staff must attend an annual induction that clearly outlines Australian Institute of Creative Design expectations of creating a suitable learning environment for all students and staff and this is also detailed in the Staff Code of Conduct, Policies and Procedures, and the Staff Handbook.

All students attend a student induction at the start of their course that explains the opportunities for support and reasonable adjustment.

Trainers are offered professional development sessions that relate to handling student behaviour issues and that encourage inclusive learning practices.

Trainers are assisted in developing alternate assessments for reasonable adjustments and are offered practical advice and support by their relevant Education Programme Managers (EPM) and Senior Australian Institute of Creative Design Managers.

Assessment Processes

Australian Institute of Creative Design systematically and regularly validates all assessment tasks associated with all qualifications covered by its scope, whether they are delivered partially or in full. A schedule for the annual validation is developed by the RTO Manager at the start of each academic year. Trainers and industry participants are involved in the validation processes.

All students are fully informed of the assessment requirements for each Unit of Study that they are enrolled in at the start of the semester or study period and all assessment requirements are fully explained and documented with clear due dates communicated.

Students have the right to renegotiate an assessment tasks’ due dates if they are eligible for special consideration and must do so through the submission of an Application for Extension of Assessment deadline form. Students will only be granted an extension if their application falls under the special consideration guidelines and will not be granted for holidays.

All students may access the Australian Institute of Creative Design Academic and Non-Academic Grievances Policy and Procedure if they believe that they have not been dealt with fairly.

Support for learners

All students who have identified a disability or have been identified as needing learning support have the opportunity to meet with senior education managers to assist them with assessment requirements and strategies to assist the learning process. There is an expectation that students will actively participate in any learning support offered and take responsibility for meeting any adjusted assessment requirements.

An alternative assessment will be negotiated and documented with the student and relevant trainers to assist the student successfully complete the unit. All renegotiated assessments must be approved by the Compliance Manager and checked against the relevant unit/s of competency that the units have not been compromised by the changes.
• All records of changes to a student’s training and assessment plan must be scanned and saved to their file in the records system, be noted in the Student Management System and be signed by the student and relevant AICD officer.

Roles and responsibilities
Australian Institute of Creative Design Staff: All AICD employees are required to ensure all clients receive fair and equitable services within their scope of responsibility. All staff hold the responsibility to maintain a work and study environment free from discrimination and harassment. Management is responsible for ensuring adherence to the RTO’s policies and procedures that support this goal.
Australian Institute of Creative Design Students: It is expected that students will discuss any specific requirements needed to assist them in their study and actively participate in the process of solving how their requirements will be met.

Recognition of Qualifications issued by other RTO’S and Transfer Credit
This policy and procedure applies to all enrolled students and those seeking enrolment at the Australian Institute of Creative Design. This procedure does not cover RPL (Recognition of Prior Learning). Students who have knowledge and experience gained through other means such as life experience and workplace experience and who wish to have this recognised must refer to the RPL Policy and Procedure documents. This procedure refers to:
• All study relating to a nationally endorsed Training Package that has been completed at another RTO;
• All study relating to a nationally accredited course that has been completed at another RTO or study undertaken at a university, depending on the establishment of skills and knowledge covered by the accredited course or university qualification.

Previously Enrolled & Transferring International Students Policy
Purpose
This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

This policy relates specifically to International students who are seeking to study in Australia under an Australian study visa. It addresses the incidence of International students who have been enrolled in another relevant course but have not completed it and applies to students who wish to transfer their studies from another Registered Training Organisation during the restricted time period of six months. This document is aligned to Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, also known as the National Code 2007.

Under Queensland legislation the Australian Institute of Creative Design must provide a Letter of Release if a student presents with a Letter of Offer and if the student is entitled to apply for a transfer under the circumstances listed at 3.6. The main focus is that the Australian Institute of Creative Design must not make a decision that is to the detriment of the student.

The policy of the Australian Institute of Creative Design is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

Scope
All Australian Institute of Creative Design Administration staff and international students wishing to transfer prior to completing their course during the restriction period are covered by this policy and procedures. Australian Institute of Creative Design does not accept international students under 18 years of age.
Definitions
Principle course of study: the principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple course of study. The principle course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

Policy Statement/s
Eligibility of transferring students
The Australian Institute of Creative Design Previously Enrolled & Transferring International Students Policy clearly states the circumstances under which an International student who has previously studied in Australia is eligible for entry into the qualifications offered by the Australian Institute of Creative Design.

Grounds to accept transferring students
This policy also states the circumstances under which students may transfer between registered providers, the grounds by which a student’s request may be refused and the time frame for this process.

Policy Procedure/s
Transferring from a provider to Australian Institute of Creative Design
If the international student wishes to transfer from another provider, the Australian Institute of Creative Design will provide a conditional letter of offer to the student in order for them to request a letter of release from the other provider.

If the international student has not completed a previous course irrelevant of its focus they must produce a letter of release from the previous registered provider if the student can satisfy the following criteria:-
• that they have demonstrated a commitment to studies in that previous course; and
• had a good attendance record for that course; and
• had paid all the fees required for that course.
• The intending student meets the entry requirements for the course they are enrolling in as stated in the Policy for Entry Requirements.
• The Australian Institute of Creative Design will not knowingly enrol a student wishing to transfer from another registered provider’s course prior to the student completing six months of their principle course of study except in the following circumstances:
  • the original RTO has ceased registration or the course that the student was enrolled in has ceased to be registered
  • the original RTO has provided a written letter of release
  • the original RTO has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course, or
  • any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

If students are seeking transfer to the AICD due to a complaint and they have accessed the student complaint process they should wait until that process has concluded before seeking a transfer unless the circumstances at 3.4 are evident.

Transferring from Australian Institute of Creative Design to another Provider
The Australian Institute of Creative Design will offer a letter of release only if the International student presents with a letter of offer from another registered training organisation and if the student is applying for release under extenuating circumstances as listed at 3.7 below. A letter of release will not be granted if it is deemed not to be in the student’s best interests to transfer their study.
If the International student wishes to apply for a letter of release this will only be granted under the following extenuating circumstances, such as if the student remaining at the Australian Institute of Creative Design will be detrimental to their future wellbeing. The
issuing of a letter of release will be also subject to point 5.2.2.2. Students must be informed of their obligations to contact DIBP (Australian Government Department of Immigration and Border Protection) to seek advice on whether a new student visa is required. Detrimental causes will be taken on a case by case basis and will be decided at the discretion of the CEO. Detrimental causes could be, but are not limited to:

- lack of community/cultural support for the student or problems within that community that cannot resolved by reasonable means employed by the Australian Institute of Creative Design
- the completion of a student complaint process in which the student feels they have not been fairly dealt with by the Australian Institute of Creative Design, or
- student discontent with the services they have obtained at the Australian Institute of Creative Design due to misrepresentations by the Australian Institute of Creative Design or their agents.

The time frame that a student application for transfer to another RTO must be reasonable and it should be concluded within 10 working days.

If students are seeking transfer from the Australian Institute of Creative Design due to a complaint they have instigated, they should wait until that process has concluded unless continuing their enrolment is to their detriment.

Granting of letters of release will be done so with the following provisions:

Any letter of release granted to a student will be issued at no cost to the student and will advise students that they must contact DIBP (Australian Government Department of Immigration and Border Protection) to seek advice on whether a new student visa is required.

The Australian Institute of Creative Design will only grant a letter of release if the student can provide a letter from another RTO confirming that a valid enrolment offer has been made to the student.

The student has demonstrated that their continued presence at Australian Institute of Creative Design will be to their detriment.

If a student is refused a letter of release the student must be provided with written reasons for refusing the request and must be informed of their right to appeal the Australian Institute of Creative Design’s decision by accessing the Academic and Non-Academic Grievances Policy and Procedure.

The Australian Institute of Creative Design must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Notes:

The above assessment procedure should not take more than 2 working days once the student has provided the necessary documentation.

All requests, considerations, decisions and copies of letters of release should be placed on student's file, and

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
Student Transfer Request Assessment Flowchart

Student fills in transfer request within first six months of study of the principle course

- The student does not present with a valid enrolment from another provider

  - The request is assessed by the Australian Institute of Creative Design in accordance with its transfer policy
  - Transfer request is denied

  - The Australian Institute of Creative Design must document the decision, provide a letter informing the student of its decision and advise of his or her right to appeal the decision.

- The student provides a valid enrolment offer from another provider and the request for transfer is assessed in accordance with its transfer policy.

  - Transfer request is granted

  - The student is granted a letter of release and advised to contact DIBP. All documentation is kept on file.

- Student appeals

  - Appeal successful

  - The student is granted a letter of release and advised to contact DIBP. All documentation is kept on file.

- Student does not appeal

  - Appeal is unsuccessful

  - No change to enrolment. All documentation is kept on file.
International Student Progress Policy and Procedure

Purpose
This document outlines the policy and procedure for monitoring international student progress throughout their study at the Australian Institute of Creative Design and is designed for full time international students studying with a student visa towards the completion of a printed form – in all staff and student handbooks.

Scope
This policy applies to international students and all Australian Institute of Creative Design staff, both trainers and institute officers.

Definitions
Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include but are not limited to:
• Serious illness or injury, where a medical certificate states that the student was unable to attend classes
• Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
• Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
• A traumatic experience which could include but is not limited to:
  • Involvement in or witnessing of an accident or
  • A crime committed against the student or
  • The student has been a witness to a crime
• And this has impacted on the student (these cases should be supported by police or psychologists’ reports.

Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

Unit of Competency/ Cluster contact hours – all hours timetabled for a particular unit of competency

Compulsory Study Period – a scheduled stage of the course in which the student is enrolled
Non-compulsory Study Period – a stage of the course for which the student has been allowed a suspension of their studies (refer to Outcome 2 of the “Policy and Procedures for Deferral, Cancellation and Exclusion”)

Policy Statement/s
Monitor and Record progress
• The Australian Institute of Creative Design must monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
• The Australian Institute of Creative Design must assess each student’s progress at the end of each compulsory study period. Full time qualifications available to international students are divided into stages dependant on the course being studied. Stages are a minimum of 1 term (generally 9 weeks) to a maximum of 1 semester (generally 18 weeks). Trainers and Assessors must finalise student results within 2 weeks after the end of any stage.
• Satisfactory progress is defined as successfully completing or demonstrating competency in all of the course requirements in a study period.
• Students are provided with Delivery and Assessment Guidelines for each unit of competency or cluster of units at the start of each stage that clearly defines the time frame and assessment requirements for each stage or study period of the course.
• The method of dividing the course into study periods or stages is made to clear to the student during the course orientation and through the marketing material made available to the student prior to the start of the course

Intervention Strategy
The Australian Institute of Creative Design has an intervention strategy for any student who is not making satisfactory course progress. It is made available to staff and students and specifies:

- procedures for contacting and counselling students;
- strategies to assist identified students to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

The intervention strategy includes provisions for:

- If appropriate, advising students on the suitability of the course in which they are enrolled;
- assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- Advising students in writing that unsatisfactory course progress could lead to the student being reported to Department of Immigration and Border Protection (DIBP) and cancellation of his or her visa, depending on the outcome of any appeals process.

**Assessment of student progress**

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified as not making satisfactory course progress, the intervention strategy as outlined in 4.2 is implemented. The intervention strategy must be activated within the first four weeks of the following study period. However, if the Australian Institute of Creative Design identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the intervention strategy is implemented as early as practicable.

**Reporting student**

If after the intervention strategy has been implemented, a student is identified as still not making satisfactory course progress the Australian Institute of Creative Design will notify the student in writing of its intention to report the student to DIBP for unsatisfactory progress. The Australian Institute of Creative Design does this through the written notice described in 4.4.2.

The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access the registered provider’s complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- Australian Institute of Creative Design’s failure to record or calculate a student’s marks accurately,
- compassionate or compelling circumstances, or
- The Australian Institute of Creative Design has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

**Student appeals**

Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress the Australian Institute of Creative Design will not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the Australian Institute of Creative Design’s intervention strategy, and the student will not be reported.

**Where:**
• the student has chosen not to access the complaints and appeals processes within the 20 working day period,
• the student withdraws from the process, or
• The process is completed and results in a decision supporting the Australian Institute of Creative Design (ie. the student’s appeal was unsuccessful) the Australian Institute of Creative Design must notify DIAC through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

Policy Procedure/s
The Australian Institute of Creative Design’s procedures reflect the five key requirements of legislation, regulation and the National Code of Practice for course progress. These practices include:

Requirements for achieving satisfactory student course progress:
• The workload for each study period is discussed and decided on by the relevant Trainers and Assessors, the relevant Education Programme Manager and the VET Manager following review of the previous course delivery and when planning the next delivery cycle. Competency is demonstrated by a student demonstrating that they have the required skills and knowledge for each unit of competency or cluster of units.

Process for assessing satisfactory student progress:
• It is the responsibility of the Trainers and Assessors to identify students at risk of failing to satisfactorily complete their studies in the time frame allotted. Students have the option to apply for an assessment due date extension if they can provide evidence that they can’t submit the work by the due date due to illness or other extenuating circumstances. These extensions must be negotiated directly with their Assessor using the “Application for Extension Form”. Trainers and Assessors as well as students are not required to wait until the end of a compulsory study period to seek intervention and may do so by approaching the Student Services Manager at any time.

Unsatisfactory progress is defined as:
• Failure to submit a required assessment item or attend a practical demonstration of their skills and knowledge.
• Unsatisfactory results in the same assessment item twice.

Intervention procedure for students at risk of failing to achieve satisfactory course progress:
• Trainers and Assessors who identify a student who has failed to submit work on the due date and who has not negotiated an extension for their assessment tasks will be required to complete a “Training Plan” with the student which will negotiate what must be completed and by when. Students who fail to complete their training plan within the negotiated time frame are referred to the VET Manager who will discuss the further options available to the student. These further intervention options could include:
  • looking at the suitability of the course that the student has enrolled in;
  • arrangements for extra tuition and the associated costs;
  • receiving individual case management;
  • attending counselling;
  • receiving assistance with personal issues which are influencing progress;
  • receiving mentoring;
  • developing a scheduled training plan that allows them to catch up missed work, or
  • A combination of the above and a reduction in course load.

Process for determining the point at which the student has failed to meet satisfactory course progress:
All students whose progress is deemed unsatisfactory will be considered individually by the VET Manager in consultation with the relevant Trainers and Assessors. Depending on what if any extenuating circumstances exist, the VET Manager may decide to recommend restriction or limitation of the subjects a student may take in the coming semester and develop
strategies with the student to achieve competency in all units of competency undertaken by
the student for the successful completion of their qualification within the expected duration
of study.

Procedure for notifying students that they have failed to meet satisfactory course
progress requirements:
If the student still fails to demonstrate the required skills and knowledge for competency and
their results are still unsatisfactory in the absence of extenuating circumstances, the student
will be informed by letter that they are at risk of academic failure and of the institute’s
intention to report the student to DIBP for unsatisfactory progress. The written notice must
inform the student that they are able to access the AICD complaints and appeals process and
that the student has 20 working days in which to do so. A student may appeal on the
following grounds:
• The AICD’s failure to record or calculate a student’s results accurately
• Compassionate or compelling circumstances, or
• The AICD has not implemented its intervention strategy according the policies and
  procedures outlined within the International Student Handbook.

Extenuating Circumstances
In considering a student’s progress the VET Manager and the RTO Manager will normally take
into account personal, financial and study problems. Compassionate or compelling
circumstances are generally those beyond the control of the student and they have an
impact on their capacity or ability to progress through a course.
Each case will be assessed on its individual merits and when determining whether
compassionate or compelling extenuating circumstances exists the AICD will consider
documentary evidence provided by the student to support the claim. Copies of these
documents will be kept in the student file, along with a record of why the decision was made.
Students are advised, however, that excessive commitments outside their studies are not
considered extenuating circumstances. In particular, full-time students should not take more
than sixteen to twenty hours of employment per week in the academic year.

Intervention Strategy
Trainers and Assessors in conjunction with the Education Programme Manager for each
Programme area are in the best position to initiate the intervention strategy for the student.
This strategy can be initiated either at the completion of a compulsory study stage or earlier
if indicated. Students are also free to seek assistance at any time either directly from their
individual trainers and assessors, their Education Programme Manager or the VET Manager.
The intervention strategy for a student can include but is not limited to the following:
Students who are unable to make an assessment deadline are required to apply for an
“Application for Extension of Assessment Deadline” and this is generally completed prior to
the due date.

If the student is absent on the due date due to illness or other extenuating circumstances
they must contact the Australian Institute of Creative Design immediately to notify of their
inability to attend and on their return provide evidence such as a medical certificate.
Immediately on their return to classes they are to approach the relevant Trainers and
Assessors and submit their application for extension form. Once completed, this form is
scanned and filed in the student electronic file and the hard copy is filed in the student file. A
copy is given to the student.

If the student has missed a signification percentage (up to 10%) of the delivery of their
course or if the Assessor assesses that the student is in danger of not successfully
completing that stage they can complete a “Training Plan” for the student that includes
negotiated time frames for completion of work or tasks.

The Training Plan must specify student responsibilities and due dates and be signed by both
the Trainer/Assessor and student. The student is to receive a copy of the document.
It is the Trainer/Assessor’s responsibility to maintain the Training Plan until the due date and once completed – whether satisfactorily or not to forward it to the Student Services Manager for follow-up or for filing in the student file.

If the student has failed to complete their Training Plan the Student Services Manager notifies the student by email, phone or letter that they are required to attend a Progress Meeting where further intervention strategies will be negotiated with the student. These could include:

- looking at the suitability of the course that the student has enrolled in;
- arrangements for extra tuition and the associated costs;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- developing a scheduled training plan that allows them to catch up missed work, or
- A combination of the above and a reduction in course load.

The student’s individual strategy for academic improvement will be monitored over the following semester by the Student Services Manager and all records of student response to the strategy will be kept and filed in the student file.

The student is to be notified that if their poor performance that they will be in danger of breaching their visa conditions.

The VET Manager will notify the student in writing of the AICD’s intention to report the student for unsatisfactory progress and that he/she has 20 working days in which to access the institute’s internal complaints and appeals process.

The AICD will notify DIPB via PRISMS of the student not achieving satisfactory course progress as soon as practicable (generally in 5 days) where:

- the student does not access the complaints and appeals process within 20 days, or
- withdraws from the complaints and appeals process, or
- the complaints and appeals process results in favour of the AICD.

**Completion within the expected duration of study (Course progression)**

As noted above, the institute will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

The institute will only extend the duration of the student’s study where the student will not complete their course within the expected duration due to:

- compassionate or compelling circumstances
- student participation in an intervention strategy as outlined in 5.7.
- an approved deferment or suspension of study has been granted in accordance with Australian Institute of Creative Design’s Policy and Procedures for Deferment, Cancellation and Exclusion.

Where the institute decides to extend the duration of the student’s study, the institute will report via PRISMS and/or issue a new COE if required. All costs associated with extending the student’s visa is the student’s responsibility.

**Attendance Policy for International Students**

**Purpose**

This document outlines the policy and procedure for monitoring international student attendance throughout their study at the Australian Institute of Creative Design and is designed for full time international students studying towards the completion of a
qualification offered by the Australian Institute of Creative Design. This policy relates to the ESOS (Education Services for Overseas Students Act) and the National Code 2007, Standard 11, the Australian Institute of Creative Design must systematically monitor students’ compliance with visa conditions relating to attendance. This policy is made available to both international students and staff in printed form – in all staff and student handbooks.

**Scope**
This policy applies to international students and all Australian Institute of Creative Design staff, trainers, assessors and institute officers.

**Definitions**

Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include but are not limited to:
- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime
- And this has impacted on the student (these cases should be supported by police or psychologists’ reports).

CRICOS - Commonwealth Register of Institutions and Courses for Overseas Students. The official Australian Government website that lists all Australian education providers to offer courses to people studying in Australia on student visas and the courses offered.

**Expected duration** – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

Unit of Competency/Study contact hours – all hours timetabled for a particular unit of competency

Compulsory Study Period – a scheduled stage of the course in which the student is enrolled

Non-compulsory Study Period – a stage of the course for which the student has been allowed a suspension of their studies (refer to Outcome 2 of the “Policy and Procedures for Deferral, Cancellation and Exclusion”)

Satisfactory attendance – is defined as attending a minimum of 80 percent scheduled classes and being present for the delivery of content for that session.

PRISMS - Provider Registration and International Students Management System used to provide Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.

**Policy Statement/s**

Attendance Policies for CRICOS registered courses
For each CRICOS registered course the Australian Institute of Creative Design must have and implement appropriate documented attendance policies and procedures for each course which must be provided to staff and students that specifies:
- The requirements for achieving satisfactory attendance, which at a minimum, requires international students to attend at least 80 per cent of the scheduled course contact hours
• The manner in which attendance and absences are recorded and calculated
• The process for assessing satisfactory attendance
• The process for determining the point at which the student has failed to meet satisfactory attendance, and
• Procedure for notifying students that they have failed to meet satisfactory attendance

Where Complaint process has been accessed:
• the student has chosen not to access the complaints and appeals processes within the 20 working day period,
• the student withdraws from the process, or
• The process is completed and results in a decision supporting the Australian Institute of Creative Design (i.e. the student’s appeal was unsuccessful).
• The Australian Institute of Creative Design must notify the Department of Education through PRISMS as soon as practicable, generally with 5 working days.

Decision not to report:
The Australian Institute of Creative Design may decide not to report the student for breaching the 80 percent attendance requirement where:
• That decision is consistent with the Australian Institute of Creative Design documented attendance policies and procedures, and
• The student records clearly indicate that the student is maintaining satisfactory course progress, and
• The Australian Institute of Creative Design confirms that the student is attending at least 70 percent of the scheduled course contact hours for the course that he or she is enrolled.

Policy Procedure/s

Satisfactory attendance:
All international students, as a minimum, must attend at least 80% of all scheduled sessions for the course they are enrolled in.

Session attendance is tracked through the use of daily session rolls. Where a class is scheduled for the entire day the roll is marked both in the morning and the afternoon by the Trainer. All students who miss the content for the session will be marked as absent. Late arrivals and early departures are also recorded on the roll. All students who will be absent from class are expected to phone administration by 9 am to inform of their absence. All students absent for two days or more must provide a medical certificate. All non-authorised absences more than 5 days will be followed-up by the Relevant Education Programme Manager (EPM) and VET Manager by email and or phone to determine the causes for the absence. Depending on the determined cause of the student’s unsatisfactory attendance, they will receive counselling and assistance so that they have the opportunity to still meet their course requirements.

The rolls are monitored weekly and all international students who have missed two consecutive days without contacting Australian Institute of Creative Design are contacted by phone or email. Records of all contacts are recorded in the actions section of Enquiry Mate for that student. As a part of the monitoring of international student attendance, a running total of their attendance is calculated and recorded on the roll.

International students are contacted by email to inform them that they are at risk of failing to meet their attendance obligations when their attendance drops below 90%. They are requested to attend a meeting with the EPM to assess their progress through the course and if there is a reason for their poor attendance. All records of student meetings are documented and scanned to the student file and a copy is given to the student.

When the student reaches 80% attendance a registered letter warning the student of the AICD intent to report their not achieving satisfactory attendance is posted to the student that also informs the student of their right to access the Australian Institute of Creative Design
Academic and Non-Academic Grievance Policy and procedure and manner in which they may do so is also added. Students are informed of their right to access this process within 20 working days of receipt of this letter which will be sent registered mail and the 20 working days is taken from the time the student signs receipt of the letter.

**Process of informing students and staff that attendance is monitored:**
All CRICOS registered courses are covered by this policy and a copy of it is included in the International Student Handbook and the Australian Institute of Creative Design Staff Manual. It is also included in the student orientation and staff induction held at the start of the year.

**Process for contacting and counselling students who are at risk:**
For all CRICOS registered courses, the Australian Institute of Creative Design will email and/or phone all international students who have been absent for more than two consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course they are enrolled in. The Relevant EPM and VET Manager has the responsibility of contacting the student and offering counselling or advice to the student regarding their absence. If the student does not respond to either contact method, a letter will be sent to their local address informing them that they must contact the institute immediately to discuss their lack of attendance. If no response is received from the student a Registered Post letter will be sent.

**Extenuating circumstances**
In considering a student's attendance the VET Manager and the RTO Manager will normally take into account personal, financial and study problems. Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on their capacity or ability to progress through a course.

Each case will be assessed on its individual merits and when determining whether compassionate or compelling extenuating circumstances exists the Australian Institute of Creative Design will consider documentary evidence provided by the student to support the claim. Copies of these documents will be kept in the student file, along with a record of why the decision was made.

Students are advised, however, that excessive commitments outside their studies are not considered extenuating circumstances. In particular, full-time students should not take more than sixteen to twenty hours of employment per week in the academic year.

**Counselling students re absenteeism**
The Relevant EPM, Compliance Manager or VET Manager is responsible for counselling the student and determining the reason for their continued absence. Counselling can include but is not limited to:

- looking at the suitability of the course that the student has enrolled in;
- arrangements for extra tuition and the associated costs;
- receiving individual case management;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- developing a scheduled training plan that allows them to catch up missed work, or
- A combination of the above and a reduction in course load.

The student’s individual strategy for counselling will be monitored over the following semester by the Relevant EPM and VET Manager and all records of student response to the strategy will be kept and filed in the student file.

The student is to be notified that if their poor attendance continues that they will be in danger of breaching their visa conditions.

**Completion within the expected duration of study (course progression)**
As noted above, the institute will monitor and record course attendance of each student for the course in which the student is currently enrolled. Part of the assessment of student attendance will include an assessment of whether the student’s attendance is such that they are expected to complete their course within the expected duration of the course.
The institute will only extend the duration of the student’s study where the student will not complete their course within the expected duration due to:

- compassionate or compelling circumstances
- student participation in counselling as outlined above
- an approved deferment or suspension of study has been granted in accordance with Australian Institute of Creative Design’s Policy and Procedures for Deferment, Cancellation and Exclusion.

Where the institute decides to extend the duration of the student’s study, the institute will report via PRISMS and/or issue a new COE if required.

**International Student Deferral, Cancellation and Exclusion Policy and Procedure**

**Purpose**

This policy covers the circumstances in which international students may defer their study, have their enrolment suspended or cancelled and the options available if any of these circumstances arise.

**Scope**

All international students who are studying with Australian Institute of Creative Design under a student visa and in a CRICOS registered qualification and Australian Institute of Creative Design staff must comply with this policy. Students are only able to defer their studies prior to starting their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

Students may also have their enrolment suspended due to:

- Compassionate or compelling circumstances; or
- Misbehaviour which can also be grounds for cancellation of studies.

**Definitions**

**Compassionate or compelling circumstances** - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime
- And this has impacted on the student (these cases should be supported by police or psychologists’ reports.

**CRICOS** - Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This is the official Australian Government website that lists all Australian education providers to offer courses to people studying in Australia on student visas and the courses offered.

**DIBP** – Department of Immigration and Border Protection.

**Expected duration** – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
Unit of Competency/ Cluster contact hours – all hours timetabled for a particular unit of competency

Compulsory Study Period – a scheduled stage of the course in which the student is enrolled

Non-compulsory Study Period – a stage of the course for which the student has been allowed a suspension of their studies (refer to Outcome 2 of the “Policy and Procedures for Deferral, Cancellation and Exclusion”)

Satisfactory attendance – is defined as attending a minimum of 80 percent scheduled classes and being present for the delivery of content for that session.

Policy Statement/s
Right to Appeal
Students have the right to appeal a decision by the Australian Institute of Creative Design to suspend or cancel their studies and for an international student the Australian Institute of Creative Design will not notify DIBP of a change to the enrolment status until the internal dispute resolution process is completed.

Student Outcomes
International students should note that except in the exceptional circumstances outlined by this document that the expected duration of study specified in the student’s CoE (Confirmation of Enrolment) must not exceed the CRICOS registered course duration. This policy allows for 3 different outcomes for International students. These are:
1. The Australian Institute of Creative Design reports that it is deferring or suspending a student’s enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE, or the student’s enrolment status on PRISMS, i.e. the student’s CoE status will still be listed as ‘studying’. However, the notice of deferment/suspension will be recorded in PRISMS and sent on to DIBP. This information will be kept for future reference.
2. The Australian Institute of Creative Design reports that it is deferring or suspending a student’s enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the Australian Institute of Creative Design the opportunity to create a new CoE with a more appropriate end date. If the Australian Institute of Creative Design does not know when the student will return, the Australian Institute of Creative Design can choose not to create a new CoE at that point, but to wait until the student has notified the AICD of the intended date of return before creating the new CoE. A student absence due to suspension of their studies is deemed to be a non-compulsory student period.
3. The Australian Institute of Creative Design reports that it wishes to permanently cancel (terminate) the student’s enrolment. Once the reporting process is complete, the student’s CoE status will be listed as ‘cancelled’.

Suspending a Semester
Suspension of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness or death in the family. Students will be required to provide evidence of the compassionate or compelling circumstances.

Students who need to suspend their studies must first speak to either the Compliance manager or the VET Manager. An application to suspend studies form must be completed which will need to be approved by the RTO Manager. Prior to applying to suspend their program students must ensure that they have paid any outstanding fees. Suspension of studies could result in the student’s visa being suspended or cancelled.

Academic Misconduct
All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.
Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer or assessor about their knowledge, ability, or the amount of original work they have done.
Policy Procedure/s

Student’s responsibilities:
A student may be excluded from a final assessment in a unit for any of the following reasons:
- unauthorised absence from class;
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or practical assessments;
- academic misconduct; and
- general misconduct (see below)

ASSESSMENT TASKS
Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study

Students must not use another person’s concepts, results or conclusions and pass them off as their own

In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student’s assessment.

Students must not ask another person to produce an assessable item for them.

The Australian Institute of Creative Design’s Responsibilities:

PROCEDURAL FAIRNESS
- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

PENALTIES
- Penalties imposed will take into account the nature and the extent of the misconduct
- Penalties imposed will take into account the students’ stage in the program
- Penalties imposed will take into account the conventions of the field of study
- A student’s second offence is penalised more severely than their first offence and a third offence will result in exclusion from the Australian Institute of Creative Design.
- The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from the Australian Institute of Creative Design.
- Students who have their enrolment cancelled due to repeated misconduct will still be liable for all fees owed for the course for which they enrolled.

NOTIFICATION AND APPEAL
Students must be notified in writing of penalties as a consequence of academic misconduct
The grounds for appeal are:
- procedural irregularities, and/or
- factual errors on which the decision was based and which were of such magnitude as to invalidate the decision

Appeals must be lodged in writing with the RTO Manager within 10 working days of the date of the student being notified of the consequence. In the case of exclusion/cancellation for misbehaviour refer the section below.
GENERAL MISCONDUCT
Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals the Australian Institute of Creative Design property or the property of others; alters/defaces the Australian Institute of Creative Design documents or records; prejudices the good name of the Australian Institute of Creative Design, or otherwise acts in an improper manner.

The Australian Institute of Creative Design will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:
- contravenes any rules or acts;
- prejudices the good name or reputation of the Australian Institute of Creative Design;
- prejudices the good order and governance of the Australian Institute of Creative Design or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Australian Institute of Creative Design;
- fails to comply with conditions agreed in the contract;
- wilfully disobeys or disregards any lawful order or direction;
- refuses to identify him or herself when lawfully asked to do so by an officer of the Australian Institute of Creative Design;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the Australian Institute of Creative Design, or on the Australian Institute of Creative Design premises or other premises to which the student has access as a student of the Australian Institute of Creative Design;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the Australian Institute of Creative Design;
- knowingly makes any false or misleading representation about things that concern the student as a student of the Australian Institute of Creative Design or breaches any of the Australian Institute of Creative Design’s rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the Australian Institute of Creative Design, or any other person while the student is engaged in study or other activity as an the Australian Institute of Creative Design student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of the Australian Institute of Creative Design;
- misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Australian Institute of Creative Design premises while acting as an the Australian Institute of Creative Design student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of the Australian Institute of Creative Design or for which the Australian Institute of Creative Design is responsible; or
- is guilty of any improper conduct.

PENALTIES FOR GENERAL MISCONDUCT
Penalties imposed will take into account the nature and the extent of the misconduct. A student’s second offence is penalised more severely than their first offence and a third offence will result in exclusion from the Australian Institute of Creative Design.
If the student admits to the alleged misconduct, the Institute Manager may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from the Australian Institute of Creative Design.

The Chief Executive Officer of the Australian Institute of Creative Design may impose the penalty of permanent exclusion resulting in the cancellation of the student’s enrolment from the Australian Institute of Creative Design in the case of physical or verbal abuse of students or staff of the Institute, repeated or severe misconduct, or in the case of criminal acts.

International Students should note that:
Deferment and suspension of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Please contact the Department of Immigration on 131 881 or contact the local DIBP (Department of Immigration and Border Protection) office to see if this will affect you.

Students who have not yet commenced their studies with the Australian Institute of Creative Design will also need to contact DIBP in case there is any effect on their student visa as a result of changes to enrolment or CoE (Confirmation of Enrolment) status.

Recognition of Prior Learning (RPL) Policy and Procedure

Purpose
Under the Standards for Registered Training Organisations (RTOs) 2015 the Australian Institute of Creative Design has the obligation laid out in this document. This policy and procedures is aligned to the VQF Standard 1: The RTOs training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of the training package and VET accredited courses, Clauses 1.8 – 1.12 Conduct Effective Assessment.
This document outlines the conditions and requirements that need to be met by both the student and the institute as it applies to RPL.

Scope
This policy and procedure applies to all prospective and enrolled students, both domestic and International students, and Australian Institute of Creative Design staff. It doesn't cover Direct Transfer of Credit from nationally recognised Training Packages which is covered by Recognition of Qualifications issued by other RTO’S and Transfer Credit Policy and Procedure.

Policy Statement/s

RPL is offered to all prospective students prior to enrolment
In alignment with the standard 1 clause 1.12, all students seeking to enrol in courses covered by the Australian Institute of Creative Design scope of Registration are offered recognition of prior learning. This is offered prior to the student undertaking enrolment into a specific course or starting their study. If granted, the student will have their training and assessment program adjusted to suit their individual requirements.

RPL applications
All applications for RPL will be responded to within 10 working days of the receipt of the written application. The designated person will keep an RPL register which documents all RPL applications and their outcomes. Once all the required evidence has been provided for the Australian Institute of Creative Design to assess RPL, the student will be notified of the decision within 10 working days. Students may have access to reassessment on appeal. Feedback from students regarding the process will be collected as part of the quality assurance procedure.

Effective Assessment of RPL
Assessment for RPL must follow the Standard’s requirements for assessment, that it:
complies with the relevant training package or VET accredited course; and is conducted in
accordance with the Principles of Assessment and Rules of Evidence. The validity of the
evidence needs to be considered, given how much time may have passed since the evidence
was generated. A judgement on currency will vary from industry to industry but all
judgements against RPL must consider there is sufficient evidence of the person’s
competence at the time of the assessment judgement. The variety of evidence gathered and
considered in making an assessment decision for RPL may be greater than when assessment
is completed through face to face training and assessment.

Policy Procedure/s
RPL offered to all students
In line with the Clause 1.12 of the Standards, all students are offered RPL. Students are
informed of the availability of RPL at application interviews, through the Student Handbook
given out prior to enrolment, and also at student induction. If granted the student will have
their study programme adjusted and not have to attend sessions relevant to the RPL or
submit assessments related to the units granted. All transcripts and statements of
attainment will only be eligible to have the code “R” on their transcripts for the relevant
units. A key to the codes will identify this code as competent through the RPL process.

RPL Applications
Only students who have enrolled in the relevant course will be considered eligible for RPL
and it is preferred that all applications for RPL should be submitted prior to the start of the
relevant course or at least two weeks prior to the commencement of relevant classes.
Students who have applied for RPL are subject to different course fees than those who enrol
in an entire qualification. These situations will be assessed individually based on the
student’s individual requirements. RPL applications that require only the submission of paper
evidence and answering of questions is charged at $100 per unit of competency. If the
student is required to practically demonstrate their skills and knowledge the RPL charge is
$200. Students who have RPL granted will not have to attend relevant classes or submit
relevant assessments.

The RPL application form must be used and may be obtained from Australian Institute of
Creative Design Administration and is found at Z:\Admin\1 Assessment System\Assessment
Activity\RPL under the relevant Australian Institute of Creative Design Branding. Part 1 is a
self-assessment checklist for the RPL candidate and Part 2 is only for the Assessor which
consists of the Assessors kit with relevant questions to ask the candidate.

An appointment is made to see the Compliance Manager who will discuss the student’s
application and can advise the student as to what evidence will be completed and about the
process.

Once the student has submitted all evidence for the RPL application, a decision will be made
within 10 working days and a judgement made as to whether the candidate has supplied
sufficient evidence to demonstrate competency. There may be a requirement for gap training
where only partial RPL has been demonstrated or if the student has been found not yet
competent they will have to enrol in the relevant units and complete the course in the usual
delivery mode for that unit. This will result in the student having to pay full tuition fees for
that unit.

Students who have completed a unit of competency from a previous training package will
require having that unit mapped against the latest training package. If the QLD mapping
document indicates that there is only a partial credit due to the student, they will have to go
through the RPL process so that the Australian Institute of Creative Design can determine
the competency level achieved and determine what, if any further training will be required
for the student to achieve competency.

RPL Record Keeping and effective assessment
The RPL process and its outcome will be recorded in writing in a file created under the student’s name at Z:\Admin\7 Records System\RPL Applications. The Assessor dealing with the RPL application will provide feedback and document this throughout the process to the student. A record of all communications will also be kept.

The Compliance Manager assists the Assessor and reviews the evidence provided by the student and gives a written and verbal response (within 10 working days of receipt of all the evidence) to the student regarding whether the RPL has been granted or if further evidence is required or if any gap training has been identified. The student will be made aware of any gaps in training as a result of the review of their application evidence and what opportunities for training are available to fill these gaps.

If RPL is granted, the finalised paperwork is forwarded to the Education Quality Control Team for entering of results and scanning of documentation.

Students are surveyed and asked to give feedback on the RPL process and feedback will be considered when assessing the efficacy of the RPL process.

The student will be made aware of the appeals procedure if they are not satisfied with the decision on their RPL application.

International students – International students must have paid a deposit for the course prior to any applications for RPL being considered. If the Australian Institute of Creative Design grants the student RPL which leads to a shortening of the student’s course before the student visa is granted, the CoE will indicate the actual net course duration for the course. If the course credit is granted after the student visa is granted, the change of course duration will be reported via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Special Needs: - Students lodging an application for RPL who have special needs, such as experiencing difficulties in language or numeracy or are from a non-English speaking background can expect reasonable adjustments in the evaluation process. However any reasonable adjustment must follow the requirements of the units of competency. For example an interpreter can be sourced for the student but this will be at their expense.

RPL Appeal

A student dissatisfied with the response to the RPL application may initiate an appeal. The Academic and Non-Academic Grievances Policy and Procedure will be followed in this instance.

Failed Subject fees
If after resubmitting all assessments a student is found to still be ’Not Yet Competent’ in a unit of competency/cluster, they will be required to re-enrol in that unit of competency/cluster and attend classes again if still seeking competency. Re-enrolment will incur payment for tuition fees for the failed unit of competency/cluster based on delivery of contact hours.

Additional Costs
- Purchases of Equipment or Materials - The College sells selected products and materials to students. Our prices are usually lower than normal retail prices.
- Printing Accounts - Students may set up a printing account in order to print at the school. A $25 minimum credit must be paid in order to set up an account. The printing account tallies the amount of printing/photocopying done by the Student throughout the year. Students will then receive an invoice for any printing done over and above any amounts paid towards their printing credit. If at the end of the Course the Student has not used their printing credit in full a refund will be issued for the amount of credit remaining. Printing prices are as follows (prices are subject to change): A4 B&W: 10c, A4 Colour: 50c, A3 B&W: 20c, A3 Colour: 80c
• Repair or Replacement of any equipment damaged or stolen as a result of the Student’s failure to exercise proper and reasonable care.
• Private Tuition Fees - if a student has missed classes and requires private tuition to catch up on what was missed, private tuition may be arranged and will incur costs.
• Replacement Fee for a Student ID Card - $25
• Event Participation Fees – such as the graduation event, costs will vary depending on the event.
• Replacement Fees - if a student is provided with any equipment or materials in order to complete the course and the student requires a replacement of these items (due to misplacement) a fee may be charged for the College to provide a replacement of the item to the student.
• Dishonoured Cheque Fee - $50
• Cheque Cancellation Fee - if a refund cheque has been sent and a replacement cheque is required, AICD will have to cancel the original cheque before reissuing at a cost of $50.
• Ezypay Failed Payment Fees - Ezypay will charge a failed payment fee (between $10 - $15) for each failed payment. If Ezypay is unable to collect this, these fees are passed on to the College. The College will then charge these fees to the Guarantor/s.
• Interest Fees for Overdue Payments – 2.5% per month.
• Debt Collection Fees - any fees or charges associated with debt collection / legal action in relation to obtaining payment of the course fees (and any other fees/charged incurred) will be at the expense of the Guarantor/s.
• Deferral Fees – A $100 minimum administration fee will be charged for all deferrals, except if the deferral application is received prior to the course commencement date. See the deferral policy for more information regarding possible costs.
• Course Transfer Fee - Course transfers are generally not accepted (In most circumstances they will be treated as withdrawal from one course and a new enrolment in another course), but in some limited circumstances they may be accepted by the College Directors. In this situation fees will apply and will be calculated based on how much of the Course the student has completed already, administration costs, equipment costs, and price difference in the courses.
• Replacement (or additional copies) of documents (such as Certificates, Transcripts of Results etc) - $25 each.

International Student Refund Policy

Purpose
The purpose of this policy is to clearly outline the circumstances under which international student may seek a refund for monies paid to the Australian Institute of Creative Design for their study and course involvement. This policy and procedures address the requirements of the National Code 2007 Standard 3.

Scope
This policy applies to all Australian Institute of Creative Design Staff and all international students seeking to and studying with the Australian Institute of Creative Design who require a student visa to complete their course requirements. This excludes all short courses and personal interest courses where a student visa is not applicable.

Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course-related fees</td>
<td>Includes:</td>
</tr>
<tr>
<td></td>
<td>• all course money as defined by Section 7 of the ESOS Act</td>
</tr>
<tr>
<td></td>
<td>• all optional fees or charges.</td>
</tr>
<tr>
<td>Course money</td>
<td>As defined by Section 7 of the ESOS Act, means money a provider receives, directly or indirectly, from:</td>
</tr>
<tr>
<td></td>
<td>• an overseas student or intending overseas student; or</td>
</tr>
<tr>
<td></td>
<td>• another person who pays the money on behalf of an overseas student or intending overseas student,</td>
</tr>
<tr>
<td></td>
<td>• for a course that the provider is providing, or offering to provide, to the overseas student. This includes tuition fees, any</td>
</tr>
</tbody>
</table>
amount received by the provider for overseas student health
cover, and any other amount that the student had to pay to the
provider in order to undertake the course.

| Enrolment | Where the student has been issued with a CoE to confirm
| acceptance by the registered provider and is occupying a place in
| the CRICOS registered course for which the student was accepted
| and is progressing towards the completion of the course
| requirements. The period of enrolment includes scheduled breaks
| between study periods. |

| National Code 2007 | National Code of Practice for Registration Authorities and Providers
| of Education and Training to Oversees Students 2007. |

| Student default | Where an overseas student does not start a course or withdraws
| from a course as defined in Section 27(2) of the ESOS Act. |

| Study period | A discrete period of study within a course, namely term, semester,
| trimester, short course of similar or lesser duration, or as otherwise
| defined by the registered provider as long as that period does not
| exceed six months. See also Compulsory study period. |

| Transfer credit or
| Recognition of Prior
| learning | Exemption from enrolment in a particular part of the course as a
| result of previous study, experience or recognition of a competency
| currently held. Includes academic credit and recognition of prior
| learning. |

**Policy Statement/s**

**Signed written agreements with students**

Under the National Code 2007 the Australian Institute of Creative Design must enter into a
written agreement (International Student Enrolment Form) with the student prior to or when
accepting course money from the student.

The agreement must:

- Identify the course or courses in which the student is to be enrolled and any conditions of
  his or her enrolment.
- Provide an itemised list of course money payable by the student.
- Provide information to refunds of course money
- Set out the circumstances in which personal information about the student may be
  shared between the registered provider and the Australian Government and designated
  authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund
  Manager. This information includes personal and contact details, course enrolment details
  and changes, and the circumstance of any suspected breach by the student of a student
  visa condition, and
- Advise the student of his or her obligation to notify the registered provider of a change of
  address while enrolled in the course.

**Student or Provider default**

The Australian Institute of Creative Design must include in the written agreement the
following information, which is to be consistent with the requirements of the ESOS Act, in
relation to refunds of course money in the case of student and provider default:

- amounts that may or may not be repaid to the student (including any course money
  collected by education agents on behalf of the registered provider)
- processes for claiming a refund
- a plain English explanation of what happens in the event of a course not being delivered,
  and
- A statement that "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”.

**Policy Procedure/s**

**Payment Guarantee and Refund**

- Course fees are to be paid in Australian Dollars only.
• Students are required to pay 10% of the full course fees as a non-refundable enrolment fee. Payment of this fee will secure the students placement in the course.
• The Guarantor/s agree to pay all fees required on or before the due date as per this enrolment form.
• Students who have applied for transfer of credit or recognition of prior learning may be subject to different course fees than those who enrol in an entire qualification. These situations will be assessed individually based on the student’s individual requirements.
• Course fees may be paid by cheque, money order, credit card, EFTPOS, direct deposit (Electronic Funds Transfer) or cash.
• Payment for each study period is due two weeks prior to the commencement of the study period which will be found on the International student Enrolment Form.

Conditions of agreement
• As a condition of the Agreement, each of the Guarantor/s enters into a personal Guarantee for payment of the full Course Fees as per this agreement and any additional fees or charges that may have become payable to the College and hereby indemnify the College against any loss or damage, the full terms and conditions of which are set out in this Agreement.
  o This Guarantee shall be a continuing Guarantee and shall be irrevocable and shall remain in full force and effect until the obligations of the Guarantor/s under the Agreement have been fully satisfied.
  o This Guarantee may be enforced against any of the Guarantor/s without the College first being required to exhaust any remedy it may have against any of the other Guarantor/s. It is a continuing and irrevocable guarantee for all of the monies due under the Agreement and will remain in full force and effect until discharged and will apply to the present and future balance of the Guarantor/s’ account.
  o The liability of the Guarantor/s’ is absolute and will not be affected by any act or omission which might otherwise operate to release the Guarantor/s from their obligations in whole or in part.
• The Guarantor/s shall reimburse the College for its expenses incurred in connection with the enforcement of this guarantee including legal costs and expenses on a full indemnity basis. The Guarantor/s acknowledge that if any or all of the Guarantor/s are deemed to be in default by the College:
  o The debt may be referred to the College’s debt collection agency;
  o The Guarantor/s will be liable for all costs (legal or otherwise) relating to the recovery of all monies payable including all charges and fees.
  o Such demands may be delivered by post to the last known address of the Guarantor/s.
  o Overdue payments will incur an interest charge of 2.5% per month (or part thereof) from the date the payment was due.
• A transcript of grades or certificate of graduation will not be released by the College until all Course Fees are paid in full.

Refunds
• No refunds will be given for the study period once the student has commenced the study period. The course fees are for a position in the course and the Guarantor/s are liable for the full course fees for the study period regardless of the student’s attendance or completion of the course.
• Before a student can apply for a refund, the student must pay/settle any other debts owing to the College. If the student fails to do this, the College reserves the right to deduct outstanding debts from any approved refund amount.
• Student’s seeking a refund, must make their application in writing. Application for Refund forms are available from administration on request. Students should refer to this policy to check whether their refund claim is valid before applying.
• Approved refunds will only be paid to the person who entered into the contract for payment of fees unless that person has provided written direction to the College to pay the refund to someone else.
• Refunds will be paid in Australian Dollars only.
• Any approved refunds will be made within 14 days from the date of receiving the written application for refund.
• Refunds are made in accordance with the table below.

<table>
<thead>
<tr>
<th>Situation/Date</th>
<th>Payment Required / Refund Given</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Enrolment:</td>
<td>Enrolment Fee Paid (must be submitted with enrolment form). This fee is not refundable in any circumstance other than if the course is withdrawn by AICD prior to commencement.</td>
</tr>
<tr>
<td>Course withdrawn by Australian Institute of Creative Design prior to course commencement:</td>
<td>Full refund of Enrolment Fee and any tuition fees paid in advance.</td>
</tr>
<tr>
<td>Visa is Refused Prior More than Two Weeks Prior to Course Commencement:</td>
<td>Full refund of Enrolment Fee and any tuition fees paid in advance. Evidence of Visa Refusal must be provided to the College.</td>
</tr>
<tr>
<td>Visa is Refused Less than Two Weeks Prior to Course Commencement:</td>
<td>Full refund of any tuition fees paid in advance. The Enrolment Fee is not refunded. Evidence of Visa Refusal must be provided to the College.</td>
</tr>
<tr>
<td>More than Two Weeks Prior to the Commencement of a Study Period:</td>
<td>If a student withdraws, the student is eligible for a refund of any tuition fees paid in advance for the upcoming study period. No refunds available for study periods that have already commenced or are commencing within two weeks.</td>
</tr>
<tr>
<td>Two Weeks Prior to the Commencement of the Study Period:</td>
<td>Course fees for the study period are due. No refunds given for tuition fees paid for that study period.</td>
</tr>
<tr>
<td>Cancellation of the student’s enrolment due to a breach in Code of Conduct/failure to pay fees or a breach of visa conditions:</td>
<td>No refunds given for tuition fees paid for that study period. Any outstanding monies are immediately due and payable.</td>
</tr>
<tr>
<td>Provider (Australian Institute of Creative Design) Default:</td>
<td>In the unlikely event that AICD is unable to deliver your course in full, you will be offered a refund of any unused tuition fees paid to AICD.</td>
</tr>
<tr>
<td>Visa Cancelled Due to Actions of the Student:</td>
<td>No refunds given for tuition fees paid for that study period. Any outstanding monies are immediately due and payable.</td>
</tr>
</tbody>
</table>

**Institute or Student default**

• In the unlikely event that the Australian Institute of Fashion Design Pty Ltd is unable to deliver the course in full, you will be offered a refund of any unused tuition fees. If the College does not meet its obligations, affected students studying on a student visa may be assisted by the Tuition Protection Scheme.
• If the student wishes to withdraw from the course, the student must do so in writing. A written withdrawal application from the following study period must be received no later than two weeks prior to the commencement of the next study period, otherwise the next study period tuition fees will still be due and payable.
• This agreement, and the availability of dispute resolution processes, does not remove the right to take action under Australia’s consumer protection laws.
Section 3: Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

- **Listen, observe and ask questions**
  Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don't be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

- **Become involved**
  Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

- **Try to maintain a sense of perspective**
  When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

- **Maintain some of the routines and rituals you may have had in your home country.**
  This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

- **Keep lines of communication open with those at home.**
  Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

- **Sense of humour**
  Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

- **Ask for help**
  Don’t be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.
Finally, relax and enjoy the journey!
(Source: Macquarie University)

Culture Shock:

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

1. **Recognition:** First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.

2. **Be objective:** Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things...
differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

3. **Set goals:** Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

4. **Share your feelings:** Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

**Australian Culture:**

**Social Customs**

**GREETING PEOPLE**

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians **look at the eyes of the people** they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.

**CLOTHING CUSTOMS**

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.
Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.

POLITE BEHAVIOUR

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

You should always try to be on time for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, 'Bless you' when you sneeze. This phrase has no religious intent.
AUSTRALIAN SLANG

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.

- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.

- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.

- **Fortnight** - This term describes a period of two weeks.

- **Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.

- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.

- **Chook** - The term chook means a chicken, usually a hen.

- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.

- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'

- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'

- **To be crook** - to be sick or ill.

- **Flat out** - busy.

- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaller'. This also means you are not obliged to shout.

- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
• **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.


**RESPONDING TO AN INVITATION**

**What could I be invited to?** If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or 'tea'. 'Tea' can also mean a cup of tea or 'cuppa'. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.

**How are invitations made?** Invitations can be written or spoken. Written ones usually ask for RSVP, (which is respondez s'il vous plait in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.

**What if I do accept an invitation?** When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. It is not polite to arrive late and you should make a telephone call to your host to explain if you are going to be late.

**What if I cannot accept an invitation?** You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration & Citizenship)

**Tipping**

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.
Public Holidays & Special Celebrations:

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

**NEW YEAR**

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. **January 1** is a public holiday.

**AUSTRALIA DAY**

Australia Day, **January 26**, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

**EASTER**

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

**EASTER TRADITIONS**

- **Shrove Tuesday or Pancake Day:** *Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shroving Tuesday, and eat up all the foods that wouldn’t last the forty days of Lent without going off.*

  Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour.

  Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

- **Hot Cross Buns:** *Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water. The buns are traditionally eaten*
on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.

A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.

- **Easter Eggs:** *Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.*

- **The Easter Bunny:** *Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world.*

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

**ANZAC Day**

Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional "Dawn Service", which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen’s League) Club to experience a traditional game of "**TWO-UP**". A game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day – the atmosphere is one of "mate-ship" and friendliness to all and the experience of a game of two-up is a memorable one.

**Labor Day**

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving ‘working people’ a day off and recognising the roots of trade unionist movements and workers’ rights.

**Queen’s Birthday**

The Queen's Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen's Birthday is a
public holiday celebrated on a Monday but on different dates. Having the Queen's Birthday on a Monday, results in a three-day long weekend.

**MELBOURNE CUP DAY**

The Melbourne Cup is a 2 mile international horse race run on the first Tuesday of November each year attracting the finest racehorses from around the world. Known as the “race that stops a Nation” due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory “Cup Day Breakfast”, lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a “Cup Sweep” where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people waging money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, & 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the “Spring Racing Carnival” which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It’s a very colourful time to be in Melbourne.
CHRISTMAS

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- **The Boxing Day Test**: December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- **The Sydney to Hobart Yacht Race**: the “Sydney-to-Hobart” is Australia’s most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)
Sports & Recreation:
The Gold Coast is Australia’s sixth largest city and has a wide range of sporting organizations, clubs and grounds. Information on what is available can be found through the link below:

Clubs & Organisations:
Wherever you are staying on the Gold Coast nearly every suburb has its own RSL or Leagues club of some description, so you'll never be far from the action.

Surf Clubs are also found in great abundance throughout the coast and usually all offer a great seafood platter and an even better view.

These sorts of clubs often have cheap joining fees, give members discounts on food and drinks and serve very competitively priced drinks and food.

Entertainment:
The Gold Coast is a major Australian and International Tourist destination which means that there is wide range of entertainment options, from theme parks, night clubs, art galleries, historical sites to natural wonders and stunning beaches.

http://www.goldcoastaustralia.com/gold-coast-attractions.html?

Eating Out:
The Gold Coast has a wide range of restaurants to select from and there is something for most tastes and budgets. Some take-away restaurants offer home delivery but there will be a limited delivery area and a delivery fee that will need to paid as well as often a minimum order amount.

To find out about the wide range of restaurants available visit the link below:

Religion & Faith:
A wide range of churches and religious services are also available in the local community and specific information can be detailed through the current community guide found at:

Where to Find Out What’s Going On:
Visit this web site to find links to all the activities available on the Gold Coast.
Sun Safety:

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun’s damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

**SUN PROTECTION**

Skin cancer and skin damage are caused by being exposed to the sun’s harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.
Beach Safety:

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

**REMEMBER THE F-L-A-G-S AND STAY SAFE**

**F** Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.

**L** Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

**A** Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

**G** Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

**S** Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember – **NEVER**

- **Never** swim at unpatrolled beaches
- **Never** swim at night
- **Never** swim under the influence of alcohol
- **Never** run and dive into the water
- **Never** swim directly after a meal

**THE SURF ENVIRONMENT**

**RIPS**

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.
IDENTIFYING A RIP

The following features will alert you to the presence of a rip:

• darker colour, indicating deeper water
• murky brown water caused by sand stirred up off the bottom
• smoother surface with much smaller waves, alongside white water (broken waves)
• waves breaking further out to sea on both sides of the rip
• debris floating out to sea
• a rippled look, when the water around is generally calm

ESCAPING FROM A RIP

If you are caught in a rip:

• Don't Panic - stay calm
• If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
• If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
• Remember to stay calm and conserve your energy.

NEGOTIATING THE SURF

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).
Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.

(Source: Surf Lifesaving Australia)

Bush & Outback Safety:

Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

IN THE BUSH

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- Never walk alone. Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- Never dive into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

ADVICE FOR MOTORISTS CAUGHT IN BUSH FIRES

Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates.
• If you are caught in the middle of a bush fire, park the car immediately and remain calm
• Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
• Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
• Switch the ignition off. It is unlikely that a vehicle’s fuel tank will explode from the heat of a passing bush or grass fire
• Close all windows and vents or turn vents to recycle
• Put the headlights on so that the car is as visible as possible, especially to fire tankers
• Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
• Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
• If you have water, drink it
• Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
• Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
• Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
• Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees
• Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)

In the Outback

Australia’s outback is vast. Our remote wilderness areas have few towns and facilities, often with large distances between them, so be aware and plan your trip.
• When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
• Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
• Always carry a current road map.
• Make sure your vehicle is in good working order and has been serviced recently.
• Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
• Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
• If you have trouble with your vehicle, don’t leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.
• Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
• Obey road closure signs and stay on recognised routes.
• Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.
• Australian wildlife and livestock often graze on the roadside and can stray onto the road. Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.
• During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.

(Source: Visit Victoria. com)

Storm Safety:

Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.

You can also be indirectly affected by storms even if your property is not damaged; such as loosing power, or access roads being cut.

The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

• Stay indoors and away from windows.
• Unplug sensitive electrical devices like computers, televisions and video recorders.
• Listen to your radio for weather updates.
• Don’t use a landline telephone during an electrical storm.

If you are caught outside during storm

• Get inside a vehicle or building if possible.
• If no shelter is available, crouch down, with your feet close together and head tucked in.
• If in a group – spread out, keeping people several metres apart.

Dangerous Animals & Plants:

Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you.
If you are visiting any of Australia’s beautiful parks or forests:

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.
- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland (Rockhampton and further north):

- **Take care to avoid marine stingers.**
- **Do not enter water where crocodiles may live.**

**BITES AND STINGS**

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide **Poisons Information Centres** have a common telephone number:

131 126.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or 000.

**Anaphylaxis – allergic reactions**

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.

**GENERAL FIRST AID FOR BITES AND STINGS**

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

**For all other bites and stings: Seek or apply basic first aid.**

- Wash with soap and water and apply an antiseptic if available
- Ensure that the patient's tetanus vaccination is up to date
• Apply an ice-pack to reduce local pain and swelling
• Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)
• The patient should seek medical advice if they develop any other symptoms or signs of infection.

• [website]

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers’ licence or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10 metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

OWNING A CAR

Registration:

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver’s licence details and your residential address in Australia.

Insurance:

It is recommended that you have car insurance if you own a car; this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

SPEED

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. **Speed kills.**

MOBILE PHONES AND DRIVING

The use of **mobile phones** when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you **nine times more likely to be killed** in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible
driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

(Source: Roads and Traffic Authority, NSW)

**LICENCE REQUIREMENTS**

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

- You remain a temporary overseas visitor
- Your overseas licence remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

**Note:** If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.

When driving in QLD you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit.

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

**DRINKING ALCOHOL AND DRIVING**

If you are going to drink alcohol, don’t drive. If you are going to drive, don’t drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. **Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.** If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.
BLOOD ALCOHOL CONCENTRATION (BAC) LEVELS

The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. A BAC of 0.05 means you have 0.05 grams of alcohol in every 100ml of your blood. As the liver metabolises alcohol at around one standard drink per hour, the BAC level drops unless more alcohol is consumed. BAC is measured with a breathalyser, or by analysing a sample of blood.

Factors Affecting your BAC
The more you drink, the higher your BAC. But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

- **Body size:** A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.

- **Empty stomach:** Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.

- **Body fat:** People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.

- **Women:** After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it effects you, please see the Australian Drug Foundation website: [www.druginfo.adf.org.au](http://www.druginfo.adf.org.au).

Drinking Limits Advice
To stay below 0.05 BAC, drivers are advised to limit their drinking to:

- **For men:** No more than two standard drinks in the first hour and no more than one standard drink every hour after that.

- **For women:** No more than one standard drink in the first hour and no more than one every hour after that.
RANDOM BREATH TESTING (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any
time of the day or night. Police officers have the right to stop any vehicle at any time and
require the driver to supply samples for screening. Any person driving a motor vehicle is
required by law to have less than a specified amount of alcohol in their blood. If a driver
exceeds the level which applies to them the driver has committed an offence.

INCREASED RISK OF AN ACCIDENT

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in
your body, the more risk you have of being involved in an accident.

- At 0.05% Blood Alcohol Content (BAC), your risk of being involved in a road accident is
double that of a 0.00% reading.
- At 0.1% BAC your risk is more than seven times as high of being involved in a road
accident, than at 0.00%.
- At 0.15% your risk increases to 25 times that of driving at 0.00%.

DON’T DRINK & DRIVE!

(Source: Australian Federal Police)

http://www.abc.net.au/reslib/200712/r212397_817481.jpg

http://www.abc.net.au/reslib/200710/r193118_730087.jpg
Alcohol, Smoking, & Drugs

ALCOHOL

Alcohol use is legal for those aged 18 years or over. There are laws governing how alcohol may be used in each State and Territory of Australia.

STANDARD DRINKS

The use of standard drinks can help people to monitor their alcohol consumption and exercise control over the amount they drink.

Different types of alcoholic drinks contain different amounts of pure alcohol. A standard drink is defined as one that contains 10 grams of pure alcohol.

These are all equal to approximately one standard drink:

A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

Please keep in mind:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre mixed bottled drinks often contain more alcohol than a standard drink.

SMOKING

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products. Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

By law and popular demand the Queensland Government has the nation's toughest anti-smoking laws. Laws in Queensland include smoking bans for indoor and outdoor public places, as well as tough restrictions on retail advertising, display and promotion of tobacco products.
These laws are reducing the public’s exposure to environmental tobacco smoke, contributing to a culture that supports smokers trying to quit, and discouraging young people from taking up the habit. Access this site for more information on Queensland’s existing tobacco laws: http://health.qld.gov.au/public-health/topics/atod/tobacco-laws/default.asp

DRUGS

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

**DANGER: Drink Spiking**! Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person’s drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, call 000 (zero zero zero) immediately to report it and get help.

(Source: Australian Drug Foundation)
Appendices
ACRONYMS & ABBREVIATIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Institute of Fashion Design Pty Ltd</td>
<td>This is the registered legal name</td>
</tr>
<tr>
<td>Australian Institute of Creative Design</td>
<td>Also referred to as the Institute and AICD and the trading name for the institute</td>
</tr>
<tr>
<td>CoE</td>
<td>Confirmation of Enrolment</td>
</tr>
<tr>
<td>CRICOS</td>
<td>Commonwealth Register of Institutions and Courses for Overseas Students</td>
</tr>
<tr>
<td>DET</td>
<td>Australian Government Department of Education and Training</td>
</tr>
<tr>
<td>DIBP</td>
<td>Australian Government Department of Immigration and Border Protection</td>
</tr>
<tr>
<td>ELICOS</td>
<td>English Language Intensive Courses for Overseas Students</td>
</tr>
<tr>
<td>ESOS Act</td>
<td>Education Services for Overseas Students Act 2000</td>
</tr>
<tr>
<td>ESOS Regulations</td>
<td>Education Services for Overseas Students Regulations 2001</td>
</tr>
<tr>
<td>PRISMS</td>
<td>Provider Registration and International Students Management System</td>
</tr>
</tbody>
</table>

DEFINITIONS & GLOSSARY OF TERMS

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>The process of collecting evidence and making judgements on the nature and extent of progress towards, and achievement of, performance requirements set out in unit of competency.</td>
</tr>
<tr>
<td>Australian Skills Quality Authority (ASQA)</td>
<td>As the national regulator for the vocational education and training (VET) sector, the Australian Skills Quality Authority (ASQA) seeks to make sure that the sector’s quality is maintained through the effective regulation of providers and accredited courses.</td>
</tr>
<tr>
<td>Authorised Person</td>
<td>A designated staff member of the Australian Institute of Creative Design, appointed by the CEO, to perform the duties as specified in each instance of the Student Rules.</td>
</tr>
<tr>
<td>Award</td>
<td>Formal certification recognising that learning outcomes/competencies required for a programme have been met.</td>
</tr>
<tr>
<td>Blended Learning</td>
<td>Delivery of units that blend computer usage with face-to-face delivery.</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer of Australian Institute of Creative Design.</td>
</tr>
<tr>
<td>Clustered Courses/Units</td>
<td>Courses/Units with the same Start of Study and Completion of Study dates, delivered concurrently as a ‘clustered’ group.</td>
</tr>
<tr>
<td>Competency</td>
<td>Comprises the specification and consistent application of knowledge and skills against the standard of performance required in employment as described in the relevant curriculum document/training package.</td>
</tr>
<tr>
<td>Competency-based Assessment</td>
<td>Assessment undertaken and a result awarded based on competency achieved or competency not yet achieved.</td>
</tr>
<tr>
<td>Competency-based Training (CBT)</td>
<td>A form of education and training which aims to produce a workforce with the skills and knowledge required by industry or commerce. It focuses on what a learner can do as a result of the education and training.</td>
</tr>
<tr>
<td>Confirmation of Enrolment (CoE)</td>
<td>A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student’s eligibility to enrol in the particular course of the registered provider.</td>
</tr>
<tr>
<td>Content Expert</td>
<td>A formally qualified assessor/Trainer/ Assessor who-</td>
</tr>
<tr>
<td><strong>Course/Unit (of Competency)</strong></td>
<td>A specific learning segment, complete in itself, which deals with one or a number of elements of competency expressed as learning outcomes. A course/unit must be capable of being separately assessed and be capable of standing on its own.</td>
</tr>
<tr>
<td>-------------------------------</td>
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</tr>
<tr>
<td><strong>Course Credit</strong></td>
<td>Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. Includes academic credit and recognition of prior learning</td>
</tr>
<tr>
<td><strong>Course Progress</strong></td>
<td>The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies</td>
</tr>
<tr>
<td><strong>Deferred Assessment/Examination</strong></td>
<td>An assessment/examination given to a student who has, through circumstances beyond their control, been unable to meet the assessment/examination requirements within the original period specified.</td>
</tr>
<tr>
<td><strong>Education Agent</strong></td>
<td>A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers</td>
</tr>
<tr>
<td><strong>Equity</strong></td>
<td>Essentially defined as fairness. For the Student Rules, it means people are provided with the opportunity to access, participate and successfully achieve their desired outcomes.</td>
</tr>
<tr>
<td><strong>Exceptional Circumstances</strong></td>
<td>Examples of exceptional circumstances: All students: Verifiable illness or injury that prevents the student’s ability to study. International students: immediate maternal/paternal grandparent/s, parent/s, sibling/s (off-shore) suffer a serious illness, or are subject to civil, military or political disturbance/s, requiring the student’s return to their home country.</td>
</tr>
<tr>
<td><strong>Fees and Charges</strong></td>
<td>Any fee or charge for instruction, assessment or other services provided in or by the Australian Institute of Creative Design.</td>
</tr>
<tr>
<td><strong>Formal Study</strong></td>
<td>Education or training obtained in a Recognised Training Organisation (RTO).</td>
</tr>
<tr>
<td><strong>International Student</strong></td>
<td>A student who is residing in Australia who is not an Australian citizen.</td>
</tr>
<tr>
<td><strong>Mutual Recognition</strong></td>
<td>A commitment that the Institute will recognise the AQF (Australian Qualification Framework) qualifications issued by other RTO (Recognised Training Organisation) within Australia.</td>
</tr>
<tr>
<td><strong>Outcomes (learning)</strong></td>
<td>The competency to perform the activities within an occupation or function to the standards expected in employment.</td>
</tr>
</tbody>
</table>
| **Premises**                  | In the context of these rules the following constitute the institute’s premises:-  
  - Any part of the complex where the Institute operates from,  
  - Any part of a building or structure  

<table>
<thead>
<tr>
<th><strong>Procedural Matter</strong></th>
<th>A dispute or question relating to the academic processes or procedures adopted in, arriving at, or reaching an academic decision.</th>
</tr>
</thead>
</table>
| **Recognition of Prior Learning (RPL)** | The acknowledgement of a student’s current skills and knowledge obtained through:  
- Life experience and/or  
- Education and/or  
- Work experience and/or  
- Previous training |
| **Registered Training Organisation (RTO)** | Registered training organisations (RTOs) are those training providers registered by ASQA to deliver vocational education and training (VET) services.  
RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications. |
| **Result of Assessment** | A formal statement issued by the Institute to a student recognising results for one or more courses/units. |
| **Special Consideration** | Specific, peculiar or out of the ordinary facts or circumstances taken into account in the decision, assistance or assessment processes. |
| **Student** | Any person who is enrolled with the AICD or who is attempting enrolment with the Institute. |
| **Submitted** | Presented for consideration or decision either hardcopy or via electronic media format. |
| **Supplementary Assessment** | In addition to competency based assessment and considered after competency has been achieved. A result awarded (Distinction, Credit) based on assessment and commitment to study. |
| **Teacher/Trainer/Assessor** | A person who provides systematic information, instruction or training about a subject or skill. |
| **Training Package** | A set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people’s skills, developed by industry to meet the training needs of an industry or group of industries. |
| **Transfer Credit** | A process to formally recognise a student’s achievement in previous study against units in their current study. Transfer credit can only be granted if equivalence between their previous study and their current study can be determined through a formal process. |
Getting to the College Campus

Address
14/475 Scottsdale Drv, Varsity Lakes, Gold Coast QLD 4227 *

* As of the 1st of July 2009 our street name officially changed from Casua Drive to Scottsdale Drive. To find us in older street directories or navigators please look for 14/84 Casua Drive, Varsity Lakes.

Please note there has been a lot of road works in our area and most street directories are now incorrect due to a number of road changes in our area.

Public Transport

The Gold Coast campus is located within walking distance from Varsity Lakes train station and is approximately a 5 minute drive from Robina Town Centre.

The area is serviced by Surfside buses and timetables and other information can be found at http://translink.com.au/

Please Note: There is NO student parking on the institute premises!
# Student Property Inspection Checklist

<table>
<thead>
<tr>
<th>Agent:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Phone Number:</td>
<td></td>
</tr>
<tr>
<td>Property Address:</td>
<td></td>
</tr>
<tr>
<td>Rent:</td>
<td>$</td>
</tr>
</tbody>
</table>

## Property Location
- Is the property close to transport, shops and campus? 
- Is the area noisy? Is the property on a busy road?

## Property Features
- Do the oven and stove operate correctly?
- Do the toilet and shower operate correctly?
- Are there laundry facilities?
- Do the light fittings work?
- Are there enough electrical power points to plug in your electrical appliances without overloading electrical powerboards?
- Is there a telephone line already connected?
- Is the place furnished? What kind of furniture?
- Is there good security?
- Where locks are fitted on doors, can they be opened from the inside without a key?
- Do front and back doors open easily from the inside to allow escape in case of fire?
- Is a Smoke alarm fitted outside your bedroom? *(by law smoke alarms must be fitted and maintained)*
- If you are living in homestay accommodation or a rooming house, are there smoke alarms in your room?
- Test the smoke alarm by pressing the test button. Did the smoke alarm operate correctly?
- Is there damp or mould on the walls?
- Is there painting required?
- Is there an insect / pest problem?
- Will the landlord carry out any repairs before you move in?

## Comments

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## My Student Survival Page

**EMERGENCY**

000

or **112** from my mobile (to override key locks)

**Government Departments**

DIBP – Department of Immigration & Border Protection  

ATP – Australian Taxation Office  

**Health Cover**

AHM (Australian Health Management) Overseas Student Health Cover.  

**AICD 24 hr Emergency**

Sonya Saywell  
0413 412 962

## My Important People & Places

**Student Buddy:**


