Domestic Student Handbook

2016
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Contact Information
Postal Address: 14/475 Scottsdale Drv, Varsity Lakes QLD 4227
Web: www.aicd.edu.au

Gold Coast Campus:
14/475 Scottsdale Drv, Varsity Lakes, Qld 4227
Phone: (07) 55 938 335
Fax: (07) 55 938 336
Email: admin@aicdedu.com.au

Gold Coast Acacia Campus:
Unit 1010 and 1515 Acacia (1 Acacia Crt)
Cnr Scottsdale Drv and Firebird St, Varsity Lakes QLD 4227
Phone: (07) 55 938 335
Fax: (07) 55 938 336
Email: admin@aicdedu.com.au

Brisbane Campus:
29 Amelia St, Fortitude Valley QLD 4006
Phone: (07) 38 541 395
Fax: (07) 38 541 396
Email: brisbane@aicdedu.com.au
Staff List

Directors

- Tracy Saywell
- Sonya Saywell

Administration Staff

- Deborah Powell - RTO Manager
- Heather Mikkelsen – VET Manager (Gold Coast)
- Shayne Manton – Compliance Manager (Gold Coast)
- Emma Gray – Training Administration (Gold Coast)
- Daniel Long – Branding & IT Manger (Gold Coast)
- Marinus Henderson – Campus Supervisor (Brisbane)
- Jane Cassidy – Student Services (Gold Coast)
- Leah McGrath – Student Services (Brisbane)
- Rachel Blomfield - Student Services (Gold Coast)
- Joanne Ridgen – Student Services (Gold Coast)
- Kate Buttner - Student Services (Brisbane)
- Paige Ryan - Student Services (Brisbane)
- Simone Dawes - Accounts (Gold Coast)
- Matt Cumming – Graphics (Gold Coast)

Education Program Managers (Head of Department)

- April Prendeckij - Fashion Design
- Susan Haines - Styling
- Hilde Heim - Fashion Business
- Britt Ayling - Interior Design
- Lisa Westbury - Beauty
- Danielle Fredericks - Makeup
- Maureen Trainor – Photography
- Heather Mikkelsen – Visual Arts

Trainers

- April Prendeckij - Fashion
- Luda Hoffman - Fashion
- Michelle La Bonya - Fashion
- Roz Baldwin - Fashion
- Janelle Rayner - Fashion
- Hilde Heim - Fashion
- Kellie Ireland-Bell - Fashion
- Anna Krispel - Fashion
- Nicole Corr - Fashion
- Charlene Turner - Fashion
• Grace DeMaio - Fashion
• Susan Haines - Marketing/Business and Styling
• Kim Ring - Styling
• Mabel Frautschli - Styling
• Caitlin Bennett - Styling
• Lance Balchin - Styling / Photo Imaging
• Maureen Trainor – Photo Imaging
• Chris Booth – Photo Imaging
• Lisa Westbury - Beauty
• Rachel Greenwood – Beauty
• Jodie Watkins - Beauty
• Emma Wilson - Beauty
• Rebecca Kitchin - Makeup
• Sharon Robbins - Makeup
• Sue McLaurin - Makeup
• Nyree Leather - Makeup
• Melissa Harding - Makeup
• Brianna James – Makeup
• Claire Wright - Makeup
• Naikia Rowbotham - Makeup
• Abbie Pryce - Makeup
• Kate Johnson - Makeup
• Holly Bowdler – Makeup
• Abbie Pryce – Makeup
• Jodi Lee – Makeup
• Andrea King - Makeup
• Sonya Romeo – Visual Arts
• Heather Mikkelsen – Visual Arts
• Victoria Bishop – Visual Arts
• Polina Karlova - Visual Arts
• Britt Ayling - Interior Design
• Anna White – Interior Design
• Gerard Loughton – Interior Design
• Fiona Ramiah – Interior Design
SECTION 2

Student Guidelines and Policies

Student Orientation
Students enrolled in full-time study (and some part-time programs) will have an orientation on the first day of the course. During this orientation we will go through the policies and procedures contained in this handbook, take the Student ID Card Photos, provide you with a course timetable and discuss any other relevant topics such as course equipment requirements.

Students enrolled in shorter part-time programs will not have an orientation due to course time constraints.

Our Commitment to You
The Australian Institute of Creative Design (the College) limits class sizes to ensure that students are able to get the most help and attention in class as possible. Because the courses run by the College are mainly practically based, these smaller class sizes mean that our trainers/assessors are able to have much more interaction with the students in class and our students are often able to achieve much better results in shorter time frames.

The Australian Institute of Creative Design difference is that all our trainers/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 College is the commitment you give to your own future. Your attitude to learning and studying is perhaps the most important skill you can develop while studying. What you get out of the course will be directly related to what you put in. As most of the training offered in practically based, you will learn by ‘doing’.

Your active involvement and participation in class is essential to receive results and you will not be able to just ‘catch up’ later by reading through notes and cramming for a test. Your attendance, participation and attitude are key factors that affect your ability to achieve success, whether it be in your course or in your career.

Treat your study as if this were your job – turn up on time; be professional in all your communications and interactions with other students and your trainers/assessors; complete all
your work in the time given; ask questions if you don’t understand the work being covered; take responsibility for your own learning; and always strive to be the best you can.

**Language, Literacy and Numeracy**

All students studying at the Australian Institute of Creative Design are assessed for Language, Literacy and Numeracy (LL&N) skills at the interview stage or at the start of their course and emailed their results. If you have been identified as needing extra assistance with LL&N (and any others who feel that they need extra assistance) you will receive this assistance within the College. If we feel that the scope of any student’s needs is beyond our resources we will refer you to expert help.

**Welfare & Guidance Services**

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 your Education Programme Manager.

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 your Education Programme Manager.

**Access to your Personal Details**

Student access to their own files and results beyond Academic Transcript results that are posted out to you is unusual; therefore we ask you to follow the procedure outlined below:

Current students wishing to access their files and competency results must provide a written request to Administration Coordinator (Gold Coast Campus) or Administration Manager (Brisbane Campus).

Twenty-four to forty-eight hours’ notice may be required for this service.

**Student Identification Card**

Purchase of a Student ID Card is optional. Full time students are eligible for QLD transport student pricing and may be eligible for student discounts at other participating businesses discretion. Students wishing to obtain the Tertiary Transport Concession Card (TTCC) must meet the following criteria:

- reside in Queensland
- be enrolled in and attending a course:
  - at a university, TAFE or other registered training organisation in Queensland (unless otherwise approved by the Department of Transport and Main Roads) that is registered with the department; and
that is approved by Centrelink for Austudy, Abstudy or Youth Allowance purposes, or studying at a post-graduate level
be a full time student enrolled on an internal basis. To be considered full-time:

- **a university student** must be enrolled full-time, as deemed by their university;
  or
- **students attending an institution other than a university** must be enrolled in a
course of study requiring attendance at classes (or unpaid practical requirements) for at least 12 hours per week for a minimum course duration of 12 weeks.

The following customers are not eligible for a TTCC:

- interstate residents
- part-time students
- students undertaking all subjects externally, online or via correspondence
- students enrolled in a course that is not 'approved' by Centrelink for Austudy, Abstudy or Youth Allowance purposes.

Students can apply for the TTCC directly by:

1. Download the TTCC application from:  
2. Complete and sign Part A of the TTCC application form; and
3. Have Part B completed and authorised by Administration.
4. Email (PDF file not exceeding 8MB) or post the completed, authorised TTCC application form to:
   
   tertiary@translink.com.au or
   Tertiary Transport Concession Card
   PO Box 1139
   Eagle Farm QLD 4009

You should **allow up to 15 business days (three weeks) for your application to be processed.**

Part time students may apply for and receive a student identification card but they are not eligible for QLD transport discounts and other discounts available to them will be at the participating business’s discretion.

Student ID cards will list your Student Identification Number (also listed on your Confirmation of Enrolment). This number will be your identification code for roles, assessment tasks, result notices and fees. Your student identification number must be kept confidential.
Accommodation Advice
Interstate or International students who require assistance in finding suitable accommodation or home-stay may receive advice from the College. The Australian Institute of Creative Design can assist students seeking suitable home-stay accommodation, or assist in linking students together who would like to share accommodation with other students.

Photographic Rights / Use of Work
It is a condition of enrolment on the Course Enrolment Form that the student gives permission for the institute to take and use photographs/video recordings of the Student and/or of their work for any use associated with the Institute, including for promotional purposes. No payment for the Institute’s use of these images/recordings can be claimed by the Student.

If the Student does not wish for any photos/videos of the Student or their work to be used by the Institute the Student should notify the Institute in writing. Written notification shall apply from the date that it is received and any works, images or recordings taken prior to this date may still be used by the Institute.

Personal Information Policy
Definitions
For the purposes of this document:

**The Act** refers to the *Higher Education Support Act 2003*

**Student/s** refers to all persons 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.

Overview
The Australian Institute of Fashion Design Pty Ltd trading as the Australian Institute of Creative Design complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the *Privacy Act 1988* in relation to the collection of information relating to all students.

The Australian Institute of Fashion Design Pty Ltd will allow a Student to apply for and receive a copy of the VET personal information that the provider holds in relation to that Student.

Collection of information
Personal information will not be collected unless:

- the information is collected for a purpose directly related to Students; and
- the collection of the information is necessary for or directly related to that purpose.
Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication the Australian Institute of Fashion Design Pty Ltd will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Student concerned is generally aware of:

- the purpose for which the information is being collected;
- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- with whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where The Australian Institute of Fashion Design Pty Ltd solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.

Storage and security of personal information
The Australian Institute of Fashion Design Pty Ltd will ensure:

- that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and
- that if it is necessary for the record to be given to a person in connection with the provision of a service to the VET Provider, everything reasonably within the power of the VET Provider will be done to prevent unauthorised use or disclosure of information contained in the record.

The Australian Institute of Fashion Design Pty Ltd will maintain a record setting out:

- the nature of the records of personal information kept by or on behalf of the record-keeper;
- the purpose for which each type of record is kept;
- the classes of individuals about whom records are kept;
- the period for which each type of record is kept;
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
- the steps that should be taken by persons wishing to obtain access to that information.
The Australian Institute of Fashion Design Pty Ltd will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. The VET Provider will not use the information except for a purpose to which the information is relevant.

**Disclosure**
The Australian Institute of Fashion Design Pty Ltd will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- The VET Provider believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

**Publication**
This Procedures relating to Personal Information will be made available to students and persons seeking to enrol with the Institute through publication in the Student Handbook and on the Institute’s website (www.aicdedu.com.au).

**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 or other parties 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 trainers/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 College 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 reception 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 trainers/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.

Outstanding Payments
Please refer to the ‘refund and payment policy’ for further information

Where student payments to the Institute are outstanding, students will not be eligible to:-

- Undertake/submit assessment;
- Continue study;
- Receive results and awards;
- Have access to Institute facilities.

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 will be 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. Trainers/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.

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 Trainers/Assessors and staff at all times. Do not panic. Do not run.

Course Delivery

Delivery Modes
Most of the courses at the College 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 class room 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:**

<table>
<thead>
<tr>
<th></th>
<th>Competent</th>
<th>Not Yet Competent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>N</td>
<td></td>
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</tr>
</tbody>
</table>

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.

**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 VET 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/

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.

Assessment Policy and Procedure

1. Purpose

This policy is intended to ensure all assessment judgements at the 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 College;
• 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.
• 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 will be required to re-enrol to gain competency.
• Reenrolment assessments are charged per unit of competency: theory assessments at $100; and practical assessments at $200.
• 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 and will be charged the full cost of study again.
• Assessors are responsible for complying with the Australian Institute of Creative Design 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.

Access and Equity Policy and Procedure

1. 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.

2. 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”.

3. 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.

4. 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 the College 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.

4.1 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. The 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.

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

4.3 Inclusive learning
- The 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.
4.4 The 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.

4.5 The 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 College 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.

4.6 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.

5. Policy Procedure/s

5.1 Student recruitment and course information

- All information published to the 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.

5.2 Learning environment
• All staff must attend an annual induction that clearly outlines the Colleges 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 Managers.

5.3 Assessment Processes
• The 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 College Academic and Non-Academic Grievances Policy and Procedure if they believe that they have not been dealt with fairly.
5.4 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 officer.

6. Roles and responsibilities

Staff: All 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.

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.

Fair Treatment and Equal Benefits and Opportunity Policy and Procedure

Overview
The Australian Institute of Fashion Design Pty Ltd supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

Definitions
For the purposes of this document the following applies:

**The Act** refers to the *Higher Education Support Act 2003*

**Student/s** refers to all persons enrolled in a unit of study who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act; and
Potential Students refers to all persons seeking to enrol in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Fair Treatment
The Australian Institute of Fashion Design Pty Ltd will treat fairly all Students and all Potential Students.

Student Selection
The Australian Institute of Fashion Design Pty Ltd has open, fair and transparent procedures, based on merit for making decisions about:

   a) the selection, from among Potential Students; and
   b) the treatment of Students.

Potential Students seeking to enrol in a VET unit of study with the Australian Institute of Fashion Design Pty Ltd, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process.

The above paragraph does not prevent the Australian Institute of Fashion Design Pty Ltd taking into account, in making decisions mentioned above, educational disadvantages that a particular Student or Potential Student has experienced or the fact that the student or Potential Student may be enrolled via a VET restricted access arrangement.

As a provider of Vocational Education and Training (VET), the Australian Institute of Fashion Design Pty Ltd does not require students to have any specific prior knowledge or a particular University Admissions Index (UAI) for entry into our Diploma and Advanced Diploma level qualifications. International students must be 18 years of age at the time of applying and demonstrate proficiency in English to IELTS Band score of 5.5 with the IELTS Test conducted not more than 24 months before the day on which the application is made.

Selection and Admission procedure
1. Students and persons seeking to enrol should complete the Application Form available from the web site. They may also arrange to visit our campuses. Applicants should ensure:
   a. they have any and all necessary documentation to support their application;
   b. demonstrate that they meet the entry requirements for their chosen course;
   c. if required to provide copies of previous qualifications, applicants must provide either original copies of transcripts from the originating institution, or should provide verified copies

2. Students and persons seeking to enrol should include with their completed applications form:
a. A personal statement indicating their special areas of interest that relates to their chosen course, any related experience they may have, and why they wish to do the course (one page limit);
b. Supporting documentation (e.g. Australian passport or citizenship document, academic transcript, etc.);
c. A checklist of necessary information is included in the application forms.

3. The Admissions Officer assesses the application against the published entry requirements. Where the application is not complete or if further information is required to make an assessment of whether the applicant has met the published entry requirements for their chosen course, the applicant will be contacted and given the opportunity to provide further information. Applicants who do not meet the published entry requirements will be sent a letter clearly outlining the reasons why they have not been offered a place in the course. The letter will also advise the unsuccessful applicant about their right to appeal the decision and how to access the appeals process.

4. If the application is successful, we will send a Letter of Offer and information on how to pay the tuition fee.

5. To secure a place in the course, students will need to:
   a. Submit a signed Enrolment Contract
   b. Make arrangements for payment or complete a VET FEE-HELP Application Form
   c. Students will receive a Student Welcome Pack with confirmation of enrolment and information for their first day orientation.

Publication
This Fair Treatment and Equal Opportunity Policy and Procedure will be made available to students and persons seeking to enrol with the Institute through publication in the Student Handbook and on the Institute’s website (www.aicdedu.com.au).

Appendix A: Course Entry Requirements

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<thead>
<tr>
<th>COURSE CODE AND NAME</th>
<th>COURSE ENTRY REQUIREMENTS</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Formal education or work/life experience</td>
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<tr>
<td>LMT60307</td>
<td>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam.</td>
</tr>
<tr>
<td>Advanced Diploma of Applied Fashion Design &amp; Technology</td>
<td>It is advisable if applicants can present a suitable portfolio</td>
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Ref: AICD Student Handbook 2016 V3.docx
<table>
<thead>
<tr>
<th>COURSE CODE AND NAME</th>
<th>COURSE ENTRY REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Formal education or work/life experience</td>
</tr>
<tr>
<td>MSF60113  Advanced Diploma of Interior Design</td>
<td>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam. It is advisable if applicants can present a suitable portfolio demonstrating strong creativity and design abilities however if they don’t have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course.</td>
</tr>
<tr>
<td>LMT60507  Advanced Diploma of Fashion and Textiles Merchandising</td>
<td>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam. It is advisable if applicants can present a suitable portfolio demonstrating strong creativity and design abilities however if they don’t have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course.</td>
</tr>
<tr>
<td>SIB50110  Diploma of Beauty Therapy</td>
<td>Completed year 10, or Adults with previous training or work experience, or applicants that pass an entry exam. Each applicant is interviewed prior to being offered placement in the course.</td>
</tr>
<tr>
<td>COURSE CODE AND NAME</td>
<td>COURSE ENTRY REQUIREMENTS</td>
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</tr>
<tr>
<td>CUF50407 Diploma of Specialist Make-up Services</td>
<td>Completed year 10, or Adults with previous training or work experience, or applicants that pass an entry exam. It is advisable if applicants can present a suitable portfolio demonstrating strong creative and design abilities however if they don’t have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course.</td>
</tr>
<tr>
<td>CUV50411 Diploma of Photo Imaging</td>
<td>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam. It is advisable if applicants can present a suitable portfolio demonstrating strong creativity and design abilities however if they don’t have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course. Students must demonstrate a basic understanding of photo imaging and have good computer skills.</td>
</tr>
<tr>
<td>10428NAT Diploma of Styling (Fashion, Image and Media)</td>
<td>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam. It is advisable if applicants can present a suitable portfolio demonstrating strong creativity and design abilities however if they don’t have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course. Students require good communication and interpersonal skills though there are no set prerequisites for this qualification.</td>
</tr>
<tr>
<td>COURSE CODE AND NAME</td>
<td>COURSE ENTRY REQUIREMENTS</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td></td>
<td><strong>Formal education or work/life experience</strong></td>
</tr>
<tr>
<td>CUV50111 Diploma of Visual Arts</td>
<td>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam. Applicants must present a suitable body of work demonstrating strong creativity and design abilities and will be interviewed prior to being offered placement in the course.</td>
</tr>
</tbody>
</table>

**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 College. 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:

1.1 All study relating to a nationally endorsed Training Package that has been completed at another RTO;  
1.2 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.

**RPL (Recognition of Prior Learning) Requirements**

**RPL applications**

Students can submit an RPL application for any Unit of Competency in which they believe they may have the relevant current knowledge and skills. They are free to ask assistance from the relevant Education Program Manager (EPM), a course trainer/assessor or Administration. Application forms are obtained from Administration. All applications for RPL must be completed within one week of the commencement of the qualification or course. The cost of an RPL application is $100 per Unit of Competency. Students must be enrolled and have paid their fees before the RPL process can begin. Granting of RPL in a Unit of Competency will result in the successful student gaining credit for that Unit without the
need for their attendance or study in that particular unit. Students who don’t provide sufficient evidence for a full RPL of a unit may have to undertake gap training which will require them to enrol either partially or fully into the relevant unit of competency and will be required to pay the associated tuition fees.

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 that documents all RPL applications and their outcomes. Once all the required evidence has been provided for the College 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.

Evidence Required

In order to apply for RPL a student needs to demonstrate that they are competent against the requirements of that Unit(s). Being competent means that the student can show that:

- They can perform a job/task/activity to meet today’s industry standards
- They can do it in a consistent way, over time
- That they have sufficient knowledge to enable them to perform it in a range of situations.

The onus is on the applying student to demonstrate the relevant skills, documents and/or materials and should consist of any or all of the following:

- Formal statements of results
- Examples of work or resources which the student has produced
- Performance appraisal reports
- References from current or former employers
- Position descriptions/job role
- Details of formal training, seminars, conferences and workshops they have attended which are relevant to their RPL application
- Certificates of participation/achievements/awards/letters of commendation
- Video tapes, tape recordings and/or photographs of their work activities
- Specific details of their work and/or participation in projects
- Written testimonials from managers or colleagues
- Written validation from their workplace supervisor
- Documented workplace demonstration

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.

- **Appeals and second attempts:**

  Students will be given feedback on their RPL application and if they wish may submit a second attempt to show competency. If they are unsatisfied they can lodge an appeal (refer to Academic Appeals)

- **Special Needs:**

  Students lodging an application for RPL who have special needs, such as experience difficulties in language or numeracy or are from a non-English speaking background can expect reasonable adjustments in the evaluation process. For example an interpreter can be sourced for the student but this will be at their expense.

- **If Unsuccessful:**

  Students who are unsuccessful in the RPL process will have to re-enrol and pay the fees in the Unit of Competency for which their application was unsuccessful if they wish to have their competency recognised.

**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.
SECTION 3

NON VET FEE-HELP STUDENTS

Refund Policy for students not eligible for, or enrolling in non-VET FEE-HELP approved courses
The Australian Institute of Creative Design only accepts a limited number of students into each course. Due to our small class sizes, course intakes often fill well in advance and prospective students are often turned away once the course is full. For this reason it is crucial that we confirm serious enrolments for committed students. It is recommended that students enrol in the course of their choice at their earliest convenience to ensure that they do not miss out on a position.

A Non-Refundable Course Deposit is required to enrol and secure a position in a course. At the time of payment of the Course Deposit, the Guarantor/s (being the student, their parent/guardian (if applicable) and the person responsible for course payment as specified on the course enrolment form) become liable for payment of the full course fees.

It is not possible to start a course part way through, and for this reason, when you enrol in a course you are purchasing a position in that course for its entire duration. As your position in the course is taken whether you participate in the course or not, the position must be paid for even if you do not participate in the entire course.

Refunds or exemptions from payment of the full course fees, are only available in accordance with the terms outlined in this policy.

Certificate 3 Guarantee Specific Information
Students receiving funding by the Queensland Government for the course under the Certificate 3 Guarantee program are required to pay a nominal co-contribution fee upon enrolment. The co-contribution fee is non-refundable unless the course is cancelled by the institute.

Course Cancellation by the Institute
The Australian Institute of Creative Design’s courses are subject to a minimum number of students. The Australian Institute of Creative Design reserves the right to cancel a course up to 24 hours before the start date. If a course cancellation occurs prior to course commencement, students will receive a full refund of any fees paid including the course deposit.

The Australian Institute of Creative Design has VET Tuition Assurance cover (ASTAS – Australian Student Tuition Assurance Scheme) with ACPET (Australian Council for Private Education and Training) for all qualifications offered. ASTAS ensures that if the Australian Institute of Creative Design ceases to provide a VET course of study, ACPET will ensure students are offered a place in a similar VET course of study without further fees for any commenced but not completed units of competency.
Cancellation by Student
If a student withdraws 15 (calendar) days or more prior to the course commencement date a refund of any course fees paid in advance will be given, however the course deposit will not be refunded.

If a student withdraws from a course 14 (calendar) days or less, prior to the commencement date, then the student is obliged to pay the full balance of fees and no refunds are possible. All fees must be paid for the entire course even if you choose to withdraw, or if you are asked to leave the institute for non-compliance of school rules.

Although our policy does not provide for refunds once a course has commenced, we are aware that there are extenuating circumstances where a student may be suffering from extreme hardship. The institute will consider extenuating circumstances and reserves the right to decide if it will pay a refund.

Extenuating circumstances include a death in the family or severe medical problems verified by a doctor through a medical certificate submitted to the Australian Institute of Creative Design along with the written request. Proof of the extenuating circumstances must be forwarded to the institute along with the request. During the review of the request, the institute will take into consideration the student’s prior engagement and progress in their course of study.

Applications for refunds must be made on the Application for Refund Form and submitted as soon as practical. If a student is under 18 years of age a guardian must co-sign the Application for Refund form.

Circumstances that do not attract a refund include, but are not limited to:

- Students who change their mind about the career/course they have chosen.
- Students who have not engaged and/or progressed through their course.
- Students who are offered a work opportunity and decide to take the job instead of completing the course.

We also recognise that unforeseen circumstances can occur which can mean that you are not able to complete the course at the current time. For this reason, the institute offers students the option to apply for deferment. Deferment is accepted at the institute’s sole discretion. Deferral of a course does not equal deferral of payment of the course fees however. Payment for the initial position taken in the course must be made in full as per the enrolment agreement.

Payment Plans
Payment plans are offered for the sole purpose of assisting student’s to pay for their course fees. Payment plans are not a “pay as you go” arrangement and will not be cancelled if the student defers, withdraws or ceases to attend.

Payment plans are set up as automatic direct debit payments through Ezypay Pty Ltd. The Australian Institute of Creative Design will not accept any alternative payment plan.
arrangements. Direct debits can be set up as weekly or fortnightly payments from your nominated bank account or credit card.

Failed payments will incur a fee of up to $15 which will be charged to you by Ezypay on the next debit attempt. Failed payments occur if the provided bank account/credit card details are incorrect, your bank account has a block on automatic debits or there are insufficient funds in your account. It is your responsibility to make sure that your account details are kept up-to-date, your account does not have a block on automatic debits and there are sufficient funds available.

Payment of the full course fees must be made in full by the course finish date. No certificates, qualifications, record of results/transcripts or statements of attainment will be released until all fees and outstanding accounts are paid in full.

**Centrelink Payments**
The Australian Institute of Creative Design’s qualifications are approved with Centrelink to enable eligible students to apply for financial assistance whilst studying.

It is important for students to be aware that if they withdraw from or defer their course, they will need to notify Centrelink of these changes if they are claiming any payments. Full time study is considered to be a minimum 18 hrs or more per week attendance. AICD has the legal obligation to report to Centrelink on student’s enrolment status if and when a student’s attendance drops below 75% of full time study. If you claim payments from Centrelink and do not notify them of any changes to your enrolment status, you may be fined and required to pay back any payments received.

**Additional Costs**

- **Purchases of Equipment or Materials.**
- **Replacement Student ID Card** - $25
- **Replacement Qualification/Record of Results/Statement of Attainment or other Certificate** - $25 each
- **Printing/Photocopying** – the institute offers on site printing and photocopying to students at some of its campuses.
- **Event Participation Fees** – the Australian Institute of Creative Design often offers students the option to participate in other events (for example, seminars, workshops, parties, competitions etc) which may have associated fees.
- **Student Graduation Event Tickets** – prices vary from year to year depending on the event and participation is optional.
- **Repair or replacement costs of any equipment damaged or stolen** as a direct result of the student’s failure to exercise proper and reasonable care.
- **Dishonoured Cheque Fee** - $50
- **Cheque Cancellation Fee** – if a refund cheque has been sent and a replacement cheque is required, the institute will have to cancel the original cheque before reissuing at a cost of $50.
• **Ezypay Failed Payment Fees** – Ezypay will charge failed payment fees for each failed payment. If Ezypay is unable to collect these fees, they will be passed on to the Institute and the Institute will then charge these fees to the Guarantor/s.

• **Debt Collection Fees** – any fees or charges associated with debt collection or legal action in relation to obtaining payment of the course fees or any other fees/charges outstanding, will be at the expense of the Guarantor/s.

• **Course Transfer Fees** – if a student wishes to transfer to another course (after commencement) a course transfer fee of $200 will be charged as an administration fee. Additional charges may also apply based on price differences between courses, how much of the course has been completed already and any additional tuition required to commence the new course. These costs will be assessed based on the situation and advised upfront.

• **Private Tuition Fees** – if a student has missed classes and requires private tuition to catch up on what was missed or would like some additional tuition, private tuition may be arranged and costs will be advised upfront based on requirements.

• **Recognition of Prior Learning** - $100 per unit of competency for paper based assessments, $200 per unit of competency for practical demonstrations of knowledge and skills.

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**Deferment, Withdrawal & Course Transfers Policy**

**Deferment**

We recognise that unforeseen circumstances can occur which can mean that you are not able to complete the course. For this reason, Australian Institute of Creative Design offers Students the option to apply for deferment.

The College has complete discretion whether or not to accept a student’s application for deferral. Should the application be accepted, deferment will take effect from the date of receipt of the application by the College.

Circumstances in which a student may be allowed to defer their studies are as follows:

• Where a severe medical condition prevents a student from attending class for an extended duration. Medical conditions which are existing at the time of enrolment do not qualify.

• Where the student is involved in a traumatic event

• Where there is a death of a close family member

• Where an emergency requires the student to return to their home country

• Where the College offers deferment to the student where it believes it to be in the Students best interest to defer their study.

Stress due to the course workload is not considered to be a valid reason for deferment. Upon enrolment the student must make the commitment to studying.
The Australian Institute of Creative Design may approve an application on other grounds, provided that the application can be considered as being made on compelling or compassionate grounds.

To apply for deferment the Student and/or Parent or Guardian must put their application in writing, explaining the reasons for the application. Relevant evidence must be attached to the application. The College may request further evidence in order to assess the legitimacy of the deferment application, this could include a secondary Doctor’s assessment/evaluation by a Doctor selected by the College. Any costs involved in obtaining sufficient evidence will be at the expense of the Guarantor/s.

No action will be taken by the College until the written application for deferral is received. Verbal requests cannot be considered.

Deferment of study is not a deferment of payment for the Course Fees. The Student may not recommence study in the new Course intake if payment for the Course Fees is not up to date as per the original course enrolment agreement. No refunds will be granted if the Student does not take up the deferral within the specified time period.

A $100 minimum administration fee will be charged for all deferrals, except if the deferral application is received prior to the course commencement date. This administration fee will be absorbed in any other charges that the student may need to pay for their deferral – i.e. if the student needs to pay to re-enrol and repeat units, or if the student pays for private tuition and assessment.

After the written application for deferment is received, the College will arrange for a meeting with the Student and Parent or Guardian/s to determine the details of the deferment. A Parent or Guardian must be present if the Student is under 18 years of age. If the Student is unable to attend the meeting, a Parent or Guardian or another representative elected by the Student or Parent or Guardian may attend the meeting. At this meeting the Student Services Manager will discuss the Student’s progress in the Course in order to determine the point at which the Student will need to recommence studies in a future course intake. If there are any Units/Clusters that the Student has commenced but not successfully completed, options (and their associated costs) will be discussed.

Courses are generally offered at the beginning of the year and in some cases mid-year. Deferring students are to select two preferred options at the deferral meeting. Deferring students may only take an available position in a course within two (2) years from the date the College has received receipt of the deferral application. There is no guarantee that the offer or intake selected will commence or be available. Where the first preference cannot be offered the student will be offered their second preference.

Course commencement is always subject to a number of factors and availability for deferment uptake in the preferred intake cannot be confirmed until the week prior to commencement of the course. On commencement of the course the student will be sent a ‘Deferment Uptake Form’ which will specify the dates and times for the units that the student will need to complete.
and any costs (as calculated at the meeting). The student will then need to complete the ‘Deferment Uptake Form’ and submit back with payment to confirm their position in the course.

Institute policy, tuition fee structures, course structure and Commonwealth legislation may change during the period for which a student has deferred their course. In such cases students will be subject to the relevant changes and other requirements that are applicable upon commencement of study in the new course offer selected.

Deferral applications carry the condition that all course materials (including product and learning materials) supplied to deferring students up to the date of course deferral are used for the new enrolment where possible and if replacements should be required a fee could be involved.

Withdrawal
Student’s can withdraw from a course at any time (with approval from the Guarantor/s), although payment for the Course Fees must be made in full irrespective of the student’s withdrawal from the Course.

Applications received in writing, 29 days (i.e. more than 4 weeks) or more prior to the course commencement date may be eligible for a refund of any Course Fees paid in advance, or excusal from payment of the Course Fees if sufficient evidence of illness or extreme personal hardship preventing the Student’s participation in the Course is provided. Refunds in this case will be granted at the College director’s sole discretion. The Course Deposit/Enrolment Fee are not considered to be part of the Course Fees and will not be refunded.

No action will be taken by the College until the written application for withdrawal is received. Verbal requests cannot be considered.

Course Transfers
Course transfers are to be treated as withdrawal from one course and a new enrolment in another course offered by the College, unless the application for course transfer is received in writing 29 days (i.e. more than 4 weeks) or more prior to the course commencement. In this case the Student’s enrolment will be transferred to the course of their choice (providing that there is a position available in the course selected). The Course Deposit/Enrolment Fee and any Course Fees paid towards the original course will be credited towards the selected Course.
SECTION 4

VET FEE-HELP STUDENTS
Refund Policy for the purposes of the VET FEE-HELP Assistance Scheme

This refund policy applies to all students who are entitled to VET FEE-HELP assistance, even if they choose not to access it.

To be entitled to VET FEE-HELP assistance a person must be an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study.

The Australian Institute of Fashion Design Pty Ltd will repay to a student who is, or would be, entitled to VET FEE-HELP assistance any VET tuition fees that he or she may have paid for a VET Unit of study if the student withdraws from that unit on or before the relevant census date.

This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

Where a student withdraws from a VET unit of study after the relevant census date, any refund of VET tuition fees is at the discretion of the Australian Institute of Fashion Design Pty Ltd.

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: $1
- 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, the College 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/charges 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.

Student Review Procedures for Re-Crediting a FEE Balance

Definitions

The Act refers to the Higher Education Support Act 2003

Student: Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access VET FEE-HELP for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

Census Date: A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Tuition Fees: Fees paid for a VET Unit of Study that is approved for VET FEE-HELP and applies to students who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Unit or VET Unit of Study: A VET unit of study approved for VET FEE-HELP that a student may undertake with the Australian Institute of Fashion Design Pty Ltd, for which the student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.
**DEEWR:** The Department of Education, Employment and Workplace Relations.

**Incurring a VET FEE-HELP Debt**
A Student who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a Unit on or before the census date will not incur a VET FEE-HELP debt for the tuition fees for that Unit.

Students who have requested VET FEE-HELP Assistance who remain enrolled after the published census date will incur a VET FEE-HELP debt. A Student who withdraws from a Unit after the published census date for that Unit will incur a VET FEE-HELP debt for that Unit.

**Re-crediting a FEE-HELP Balance**
Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their FEE-HELP balance re-credited with respect to the Unit if they believe **special circumstances** apply in accordance with the following procedures.

**Special Circumstances**

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s.

The Australian Institute of Fashion Design Pty Ltd will re-credit the Student’s FEE-HELP Balance if it is satisfied that Special Circumstances apply to the student that were:

- beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impracticable for the Student to complete the requirements for the Unit in the period during which the student undertook or was to undertake the unit.

For circumstances to be beyond a Student’s control, the situation should be that which a reasonable person would consider is not due to the Student’s action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- a Student’s incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).
Re-credit of a Student’s FEE-HELP balance - The process

Each application for re-credit of a student’s FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

The VET Manager is the designated VET FEE-HELP officer of the Australian Institute of Fashion Design Pty Ltd. The above officer is responsible for the assessment of a student’s request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

1. A Student must apply in writing to the RTO Manager, 14/475 Scottsdale Drive, Varsity lakes, 4227 QLD, within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. The Australian Institute of Fashion Design Pty Ltd has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.

2. The application for re-crediting a FEE-HELP balance must include details of the:
   - Unit(s) for which a Student is seeking to have a FEE-HELP balance re-credited and
   - Special circumstances as referred to above, including supporting documentation.

3. The Australian Institute of Fashion Design Pty Ltd will consider each application within ten (10) working days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within ten (10) working days.

Review of Decision

4. Where the Australian Institute of Fashion Design Pty Ltd makes a decision NOT to re-credit a student’s FEE-HELP balance, that decision may be subject to review.

5. If a Student is not satisfied with the decision made by the Australian Institute of Fashion Design Pty Ltd, the Student may apply, within 28 days of the receipt of the decision, for a review of the decision. The application for review must:
   - be made within 28 days of receipt of the original decision
   - include the date of the original decision
   - state fully the reasons for applying for the review
   - include any additional relevant evidence

6. Applications should be made in writing to The Chief Executive Officer, 14/475 Scottsdale Drive, Varsity lakes, 4227 QLD, as the designated Review Officer of any decisions relating to a request for re-crediting of a FEE-HELP balance.

Note: The Review Officer is senior to the designated VET FEE-HELP officer responsible for the original decision and was not involved in making the original decision to be reviewed.
7. The Review Officer will:
   - acknowledge receipt of the application for review of a decision in writing within 10 working days; and
   - inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

8. The Review Officer will then:
   - review the information from the original decision and then assess any new evidence provided by the Student
   - provide written notice to the Student of the decision, setting out the reasons for the decision
   - inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Contact Details and Approximate Costs

Fax: (07) 3361 3001
Email: generalreviews@aat.gov.au

In person:
Administrative Appeals Tribunal
Level 4, Harry Gibbs Building
Commonwealth Law Courts
119 North Quay
Brisbane QLD 4000

By Post:
Administrative Appeals Tribunal
GPO Box 9955
Brisbane QLD 4001

Note: Full details of the application process and fees payable are available on the AAT Registry’s website: www.aat.gov.au. An application fee may have to be paid, in the amount of $861 (2015) and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.
The Secretary of DEEWR, or the Secretary’s delegate, will be the respondent for cases that are brought before the AAT. Upon DEEWR’s receipt of a notification from the AAT, DEEWR will notify the Australian Institute of Fashion Design Pty Ltd that an appeal has been lodged. Upon receipt of this notification from DEEWR, the Review Officer will provide DEEWR with copies of all the documents that are relevant to the appeal within ten (10) business days.

**Publication**

This policy and the procedure is published on the Australian Institute of Fashion Design Pty Ltd’s website (www.aicdedu.com.au) to ensure students have up to date and accurate information publicly available to them and is also available in the Student Handbook.

**Statement of VET Tuition Assurance**

1. Under the provisions of *Schedule 1A of the Higher Education Support Act 2003* (HESA) and Chapter 3 of the VET Provider Guidelines Australian Institute of Fashion Design PTY LTD [ABN: 99 115 686 014 / ACN: 115 686 014] must comply with the VET Tuition Assurance requirements. This is to protect students in the event that the Australian Institute of Fashion Design PTY LTD ceases to provide a VET course of study in which a student is enrolled. The meaning of ‘ceasing to provide a VET course of study’ is set out at paragraph 3.1.25 of the VET Provider Guidelines. A copy of these is available from: http://www.deewr.gov.au/VetFeeHelp.

2. In the event that Australian Institute of Fashion Design PTY LTD ceases to provide a VET course of study in which a student is enrolled the student is entitled to a choice of:

   a) an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the “VET Course Assurance Option”); OR

   b) a refund of his or her up-front VET payments for any VET unit of study that the student commences but does not complete because Australian Institute of Fashion Design PTY LTD ceases to provide the VET course of study of which the VET unit forms part (this is known as the “VET Tuition Fee Repayment Option”)

3. The Australian Institute of Fashion Design PTY LTD has met the VET tuition assurance requirements as specified in the VET Provider Guidelines through its current membership of the ACPET ASTAS-VET. Contact details for ACPET are:

   **Queensland office (and Northern Territory support)**
   Lennons Commercial Tower, Level 26, 76 Queen Street, Brisbane Qld 4000
4. If the Australian Institute of Fashion Design PTY LTD ceases to provide a VET course of study, ACPET will send a student enrolled in the VET course of study a Written VET Tuition Assurance Offer (the Offer) advising the student of the options available under the VET tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected VET unit. ACPET will provide this Offer within twenty Business Days after it knows, or should know by reasonable enquiries that the Australian Institute of Fashion Design PTY LTD has ceased to provide the VET course of study.

5. For the purposes of VET FEE-HELP, all courses offered by Australian Institute of Fashion Design PTY LTD in accordance with the course requirements of clause 45 of Schedule 1A of the Higher Education Support Act 2003 are covered by the ACPET ASTAS-VET (‘the Scheme’) as part of the Australian Institute of Fashion Design PTY LTD membership of the Scheme.

6. A student may choose either:

   **The VET Course Assurance Option:**

7. Under the VET course assurance option, a student will be offered a place in a similar VET course of study by ACPET. If the student accepts this option ACPET will make all necessary arrangements to ensure a student is able to enrol with the Second Provider in the similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the Second Provider any VET tuition fee for any replacement VET units (that is, units that the student had commenced but not completed because the VET course ceased to be offered). A student will receive full credit from the Second Provider for any VET units of study successfully completed at the Australian Institute of Fashion Design PTY LTD.

The Second Provider nominated ACPET may have different VET tuition fees to the fees the student would have paid for VET units of study which were part of the VET course of study the Australian Institute of Fashion Design PTY LTD ceased to provide but which the student had not yet started studying.

8. A student is not obliged to enrol in a VET course of study with a Second Provider offered by ACPET under the VET Course Assurance Option. However, if he/she enrols with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with the Australian Institute of Fashion Design PTY LTD or to offer replacement VET unit/s free of charge.

OR
The VET Tuition Fee Repayment Option

9. Under the VET Tuition Fee Repayment Option, ACPET undertakes to pay the student the total of any up-front VET payments already paid by the student for any VET units of study the student has commenced but not completed because the VET course ceased to be offered. Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted VET units.

Publication

The method this Statement of VET Tuition Assurance will be made public to students will be on Australian Institute of Fashion Design PTY LTD website (www.aicdedu.com.au). Australian Institute of Fashion Design PTY LTD will also advise students about where the Statement of VET Tuition Assurance may be obtained from as part of their enrolment information and is also included in the Student Handbook.
## Definitions & Glossary of Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Accredited Course</td>
<td>This is a course that has been accredited by a state or territory course-accrediting body and lead to an Australian Qualifications Framework qualification or Statement of Attainment</td>
</tr>
<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>
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<tr>
<td>Australian Institute of Fashion Design</td>
<td>Also referred to as the Institute and AIFD.</td>
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<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>
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<tr>
<td>Award</td>
<td>Formal certification recognising that learning outcomes/competencies required for a programme have been met.</td>
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<tr>
<td>CEO</td>
<td>Chief Executive Officer of Australian Institute of Creative Design</td>
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<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>
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<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>
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<tr>
<td>Competency-based Assessment</td>
<td>Assessment undertaken and a result awarded based on competency achieved or competency not yet achieved.</td>
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<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>
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<tr>
<td>Content Expert</td>
<td>A formally qualified trainer/assessor who-</td>
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<tr>
<td></td>
<td>1. Satisfies the established requirements for assessing in a particular area and level of competency;</td>
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<td></td>
<td>2. Knows the competency standards or learning outcomes to be demonstrated;</td>
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<td></td>
<td>3. Knows current industry practices for the job or role against</td>
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<tr>
<td>Term</td>
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<tr>
<td>Course/Unit (of Competency)</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>
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<tr>
<td>Deferred Assessment/Examination</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>
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<tr>
<td>DIAC</td>
<td>Australian Government Department of Immigration and Citizenship</td>
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<tr>
<td>Equity</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>
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<tr>
<td>Exceptional Circumstances</td>
<td>Examples of exceptional circumstances:</td>
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<td></td>
<td>All students: Verifiable illness or injury that prevents the student’s ability to study.</td>
</tr>
<tr>
<td></td>
<td>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>Fees and Charges</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>Formal Study</td>
<td>Education or training obtained in a Recognised Training Organisation (RTO).</td>
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<tr>
<td>International Student</td>
<td>A student who is residing in Australia who is not an Australian citizen.</td>
</tr>
<tr>
<td>Trainer/Assessor</td>
<td>A person who provides systematic information, instruction or training about a subject or skill and assesses the student’s performance, skills and knowledge against a range of set criteria.</td>
</tr>
<tr>
<td>Mutual Recognition</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>Outcomes (learning)</td>
<td>The competency to perform the activities within an occupation or function to the standards expected in employment.</td>
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</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 |
| **Procedural Matter** | A dispute or question relating to the academic processes or procedures adopted in, arriving at, or reaching an academic decision. |
| **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 |
| **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 College or who is attempting enrolment with the Institute. |
| **Submitted** | Presented for consideration or decision either hardcopy or via electronic media format. |
| **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. |
| **VET Unit of Study** | A unit that is part of a course of study leading to a VET award at the diploma, graduate certificate or graduate diploma level. |
| **VET-FEE Help Eligible Student** | A student who is an Australian Citizen or the holder of a permanent humanitarian visa; meets the tax file number requirements; and has not exceeded the FEE-HELP limit. |