



Student Handbook

2017

Student Handbook

© Australian Institute of Creative Design 2017

Phone: (07) 55 938 335

Fax: (07) 55 938 336

Email: admin@aicdedu.com.au

Web: www.aicdedu.com.au

Table of Contents

Table of Contents

SECTION 1	1	COURSE DELIVERY	14
CONTACT INFORMATION	1	DELIVERY MODES	14
GOLD COAST CAMPUS:	1	TIME FRAMES	14
GOLD COAST ACACIA CAMPUS:	1	ASSESSMENT OVERVIEW	14
BRISBANE CAMPUS:	1	ASSESSMENT STRATEGY:	14
STAFF LIST	2	ACADEMIC & NON-ACADEMIC GRIEVANCE POLICY AND PROCEDURES	15
SECTION 2	5	DEFINITIONS	15
STUDENT ORIENTATION	5	OVERVIEW	16
OUR COMMITMENT TO YOU	5	RESPONSIBILITY	16
YOUR COMMITMENT TO THE AUSTRALIAN INSTITUTE OF CREATIVE DESIGN	5	INFORMAL GRIEVANCE PROCEDURE	16
LANGUAGE, LITERACY AND NUMERACY	6	FORMAL GRIEVANCE PROCEDURE	16
WELFARE & GUIDANCE SERVICES	6	PUBLICATION	18
ACCESS TO YOUR PERSONAL DETAILS	6	ASSESSMENT POLICY AND PROCEDURE	19
STUDENT IDENTIFICATION CARD	6	1. PURPOSE	19
ACCOMMODATION ADVICE	7	2. SCOPE	19
PHOTOGRAPHIC RIGHTS / USE OF WORK	7	3. DEFINITIONS	19
COLLECTION AND VERIFICATION OF STUDENT INFORMATION POLICY AND PROCEDURE	7	4. POLICY STATEMENT/S	22
OVERVIEW	7	5. POLICY PROCEDURE/S	24
DEFINITIONS	7	6. ROLES AND RESPONSIBILITIES	29
INFORMATION RELATING TO VET STUDENT LOANS	8	7. RELEVANT TO	29
PUBLICATION	8	ASSESSMENT SUBMISSION FLOW CHART	30
PROCEDURES RELATING TO PERSONAL INFORMATION	9	ACCESS AND EQUITY POLICY AND PROCEDURE	31
DEFINITIONS	9	1. PURPOSE	31
COLLECTION OF INFORMATION	9	2. SCOPE	31
STORAGE AND SECURITY OF PERSONAL INFORMATION	10	3. DEFINITIONS	31
DISCLOSURE	10	4. POLICY STATEMENT/S	31
PUBLICATION	11	5. POLICY PROCEDURE/S	33
STUDENT CODE OF CONDUCT	11	6. ROLES AND RESPONSIBILITIES	35
MOBILE PHONES	12	STUDENT ENTRY REQUIREMENTS – EQUAL AND FAIR TREATMENT POLICY AND PROCEDURE	35
EATING OR DRINKING IN CLASS / SMOKING	12	OVERVIEW	35
CLASSROOM RESPONSIBILITIES	12	DEFINITIONS	35
OUTSTANDING PAYMENTS	13	FAIR TREATMENT	36
WORKPLACE HEALTH & SAFETY	13	STUDENT SELECTION	36
EMERGENCY PROCEDURES	13	PUBLICATION	37
		APPENDIX A: COURSE ENTRY REQUIREMENTS	38
		RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S AND TRANSFER CREDIT	42
		RPL (RECOGNITION OF PRIOR LEARNING) REQUIREMENTS	42
		FAILED SUBJECT FEES	44

Table of Contents

SECTION 3 NON VET STUDENT LOAN STUDENTS ..45	DEFINITIONS 64
REFUND POLICY FOR STUDENTS NOT ELIGIBLE FOR, OR ENROLLING IN NON-VET STUDENT LOAN APPROVED COURSES 45	POLICY STATEMENTS 65
CERTIFICATE 3 GUARANTEE SPECIFIC INFORMATION	PROCEDURES..... 65
COURSE CANCELLATION BY THE INSTITUTE	PUBLICATION 67
CANCELLATION BY STUDENT	STATEMENT OF VET TUITION ASSURANCE 67
PAYMENT PLANS.....	SECTION 5 69
CENTRELINK PAYMENTS.....	DEFINITIONS & GLOSSARY OF TERMS..... 69
ADDITIONAL COSTS	
DEFERMENT, WITHDRAWAL & COURSE TRANSFERS POLICY..... 48	
DEFERMENT	
WITHDRAWAL	
COURSE TRANSFERS.....	
SECTION 4 VET STUDENT LOAN STUDENTS 51	
WITHDRAWAL FROM STUDY POLICY AND PROCEDURE 51	
1. PURPOSE	51
2. SCOPE	51
3. DEFINITIONS.....	51
4. POLICY STATEMENT/S.....	52
6. ROLES AND RESPONSIBILITIES	54
7. RELEVANT TO.....	54
8. PUBLICATION	54
REFUND POLICY FOR THE PURPOSES OF THE VET STUDENT LOAN ASSISTANCE SCHEME 55	
FEEs OTHER THAN TUITION FEES..... 55	
OVERVIEW	55
DEFINITIONS	55
OTHER FEES & CHARGES.....	56
COSTS NOT COVERED BY FEES OR CHARGES	59
PUBLICATION	59
RE-CREDITING A FEE-HELP BALANCE 59	
DEFINITIONS	59
INCURRING A VET STUDENT LOAN DEBT	60
CIRCUMSTANCES FOR RE-CREDITING A FEE-HELP BALANCE	61
RE-CREDIT OF A STUDENT'S FEE-HELP BALANCE - THE PROCESS	62
PUBLICATION	64
CEASING TO PROVIDE A COURSE (TUITION ASSURANCE) POLICY AND PROCEDURES 64	
OVERVIEW	64

Australian Institute of Creative Design

SECTION 1

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)
- Paige Ryan – Student Services (Brisbane)
- Rachael Potter – Student Services (Gold Coast)
- Aliesha Faulkner - Student Services (Gold Coast)
- Simon Birt – Accounts Manager (Gold Coast)

Education Program Managers (Head of Department)

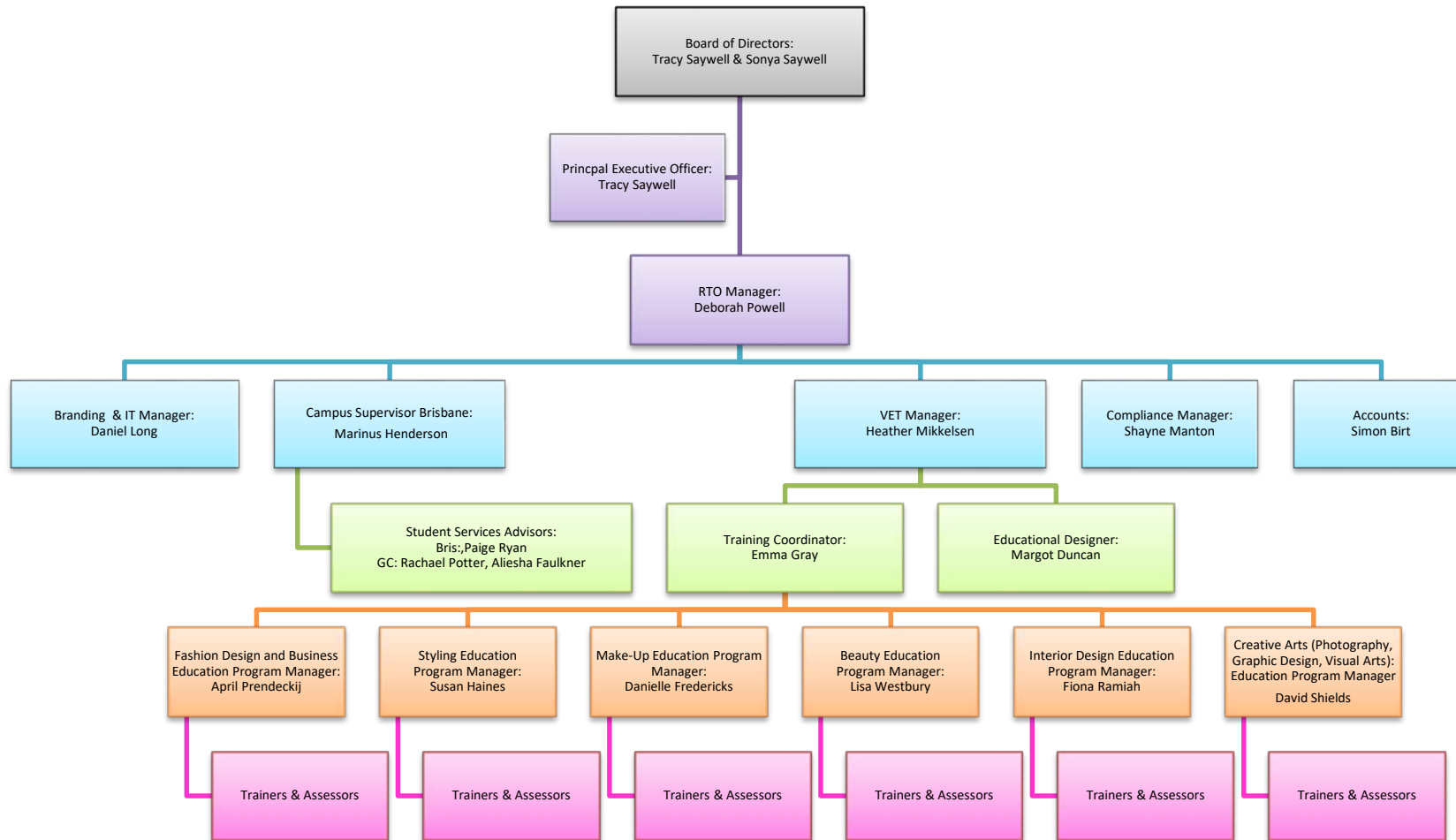
- April Predeckij - Fashion Design
- Susan Haines - Styling
- Fiona Ramiah - Interior Design
- Lisa Westbury - Beauty
- Danielle Fredericks - Makeup
- David Shields - Photography, Graphic Design, Visual Arts

Trainers

- April Predeckij - Fashion
- Luda Hoffman - Fashion
- Hilde Heim - Fashion
- Anna Krispel - Fashion
- Nicole Corr - Fashion
- Charlene Turner – Fashion
- Mary Wagner - Fashion
- Alexandra Leeb - Fashion
- Gwenda Trueman - Fashion
- Susan Haines - Marketing/Business and Styling
- Mabel Frautschi - Styling
- Caitlin Bennett - Styling
- Maureen Trainor - Photo Imaging
- Paul Sommers – Photo Imaging
- Lisa Westbury - Beauty
- Rachel Greenwood - Beauty

- Jodie Watkins - Beauty
- Melissa Harding - Beauty
- Nyree Leather - Makeup
- Brianna James - Makeup
- Claire Wright - Makeup
- Abbie Pryce - Makeup
- Kate Johnson - Makeup
- Holly Bowdler - Makeup
- Heather Mikkelsen – Visual Arts
- Fiona Ramiah - Interior Design
- Mel Fee - Interior Design
- Bronwen Masefau - Interior Design
- Donna Apro - Interior Design

Organisation Chart



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.

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 prior to course commencement 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.

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 students who require assistance in finding suitable accommodation or home-stay may receive advice from the College.

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.

Collection and Verification of Student Information Policy and Procedure

Overview

The Australian Institute of Fashion Design Pty Ltd collects information from students applying for VET Student Loans and follows the legal requirements for collecting, verifying and safely storing this information.

Definitions

For the purposes of this document the following applies:

The Act refers to the *VET Student Loans Rules 2016*

Other requirements for approved course providers – refers to Part 7 of the VET Student Loans Rules 2016, Subdivision D – Information relating to applications for VET Student Loans

Institute – refers to the Australian Institute of Fashion Design Pty Ltd.

Information relating to VET Student Loans

The Australian Institute of Fashion Design Pty Ltd collects and verifies all information required for and in relation to, applications by students for VET Student Loans. This information is systematically collected and verified.

Collection procedure

- All applications for entry into institute courses require students to provide proof of their identity. Acceptable proof includes at least one of the following (must include one form if photo identification):
 - Australian Passport (current or expired within the last two years)
 - Australian Birth Certificate
 - Citizenship Certificate
- Applicants under the age of 18 must provide further information that includes:
 - A signatory on the enrolment contract who is a responsible parent of the applicant; or
 - The applicant has received youth allowance on the basis that the student is independent (Part 2.11 of the Social Security Act 1991)
- A tax file number or a certificate from the Commissioner that the student has applied for a tax file number.
- The student is required to provide their unique student identifier and their Commonwealth Higher Education Student Support Number (CHESSN) if available.

Verification procedures

- The names on all documents are checked for consistency by student services handling the enrolment process and if there are discrepancies in the names, applicants will have to provide further evidence such as a Change of Name Certificate or Marriage Certificate.
- Student unique identifier is verified through the institute's student management system.
- If students don't know or don't have a CHESSN, Institute administration staff can check or assign this through the use of the HEIMS Administration site.
- Verify that the VET Student Loan debt is 120% of the loan amount.

Publication

This Collection and Verification of Student Information 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.aicd.edu.au).

Procedures Relating to Personal Information

Definitions

For the purposes of this document:

The Act refers to the *VET Student Loans Act 2016*

Student/s refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements

Overview

The Australian Institute of Fashion Design Pty Ltd complies with the requirements of Section 54 of the Act and the Information Privacy Principles set out 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.

If students believe that the information held by the Australian Institute of Fashion Design Pty Ltd is incorrect they can correct the information by informing the Student Administration team at the campus they attend classes or through emailing admin@aicdedu.com.au

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 as 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 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 information is relevant.

Students wishing to access their personal information held by the institute must do so in writing and allow 2 business days for the information to be compiled.

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 purpose of the protection of the public

- revenue, the record-keeper shall include in the record containing that information a note of the disclosure.
- The Australian Institute of Creative Design, is required to submit data sourced from enrolment forms to the national VET administrative collection as a regulatory reporting requirement. The information contained on the enrolment form may be used by the institute or the following third parties for administrative, regulatory and/or research purposes:
 - School - if the student is a secondary student undertaking VET, including a school based apprenticeship or traineeship.
 - Employer - if the student is enrolled in training paid by their employer.
 - Government departments and authorised agencies.
 - Researchers.

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.aicd.edu.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.

Willful 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 jewelry 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 off campus.

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 that 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:

Y **Competent**

N **Not Yet Competent**

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

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

Academic & Non-Academic Grievance Policy and Procedures

Definitions

For the purposes of this document the following applies:

The Act refers to the *VET Student Loans Act 2016*

Student/s in this document 'student' refers to both students and potential students.

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.

Other requirements for approved course providers – refers to Part 7 of the VET Student Loans Rules 2016, Subdivision F – Dealing with complaints.

Institute – refers to the Australian Institute of Fashion Design Pty Ltd.

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.

This policy and the associated procedures have been developed in accordance with other requirements for approved course providers.

There are no costs or charges associated with complainants accessing either the internal or external stages of the grievance process.

The institute ensures that all students accessing this Academic and Non-Academic Grievance Policy and Procedures that students are not victimised or discriminated against in any way.

Responsibility

The RTO 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 Education Program Manager or the RTO Manager in person at 14/475 Scottsdale Drive Varsity Lakes, 4227 or by phoning (07) 5593 8335.

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure (including informal grievance procedures) 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 at each stage of the procedure, at that party's cost.
- 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.
- All parties who have used this procedure may have access to the records but must otherwise keep the records confidential.
- 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.
- All notices of decisions will be in writing and will outline the reasons for the decision; advice on how to appeal the decision; a process for appeal the decision to an independent senior officer of the Institute or to an internal committee or unit with appropriate expertise, which must also follow these requirements.
- The institute will provide for implementation of decisions made in following the grievance procedure provide for due consideration of recommendations arising from the external stage of the grievance procedure.

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.

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.

This form is available at: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/submit-a-complaint-to-asqa.html>

Other options for external appeal can be found at:

The Australian Competition and Consumer Commission: <http://www.accc.gov.au/> or

The Queensland Government's Office of Fair Trading: <http://www.fairtrading.qld.gov.au/> or

The Queensland Civil and Administrative Tribunal: <http://www.qcat.qld.gov.au/>

The Institute agrees to be bound by the External Reviewer'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.aicd.edu.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 (the Institute) 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. Scope

All the Institute staff and students should comply with this policy and procedures. Exclusions apply only to those courses delivered by the Institute which do not lead to the awarding of a Qualification or Statement of Attainment and are offered as hobby and personal interest courses only. Specific information about the Recognition of Prior Learning (RPL) process is covered by the RPL Policy and Procedure. Specific information about assessment validation is covered by the Assessment Validation Policy and Procedure.

3. Definitions

ASQA	Australian Skills Quality Authority
Assessment	Means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.
Competency	Means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. An individual student must be assessed against all of the tasks identified in the elements of the unit and demonstrate that they are capable of performing these tasks to an acceptable level. If assessment tasks are undertaken as a group each learner must be assessed on each component of the task.

<p>Extenuating circumstances</p>	<p>Means circumstances beyond the student’s control. 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 extenuating circumstances.</p>
<p>Principles of assessment</p>	<p>Fairness: The individual learner’s needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p> <p>Flexibility: Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner’s needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual. <p>Validity: Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit(s) of competency and the associated assessment requirements • covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these • skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the • unit/s of competency and associated assessment requirements. <p>Reliability: Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

<p>Recognition of Prior Learning (RPL)</p>	<p>Means an assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.</p> <ul style="list-style-type: none"> a. formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree) b. non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and c. informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).
<p>Rules of evidence</p>	<p>Validity: The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p> <p>Sufficiency: The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.</p> <p>Authenticity: The assessor is assured that the evidence presented for assessment is the learner’s own work.</p> <p>Currency: The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p>
<p>Training Plan</p>	<p>An individually negotiated training and assessment plan that is negotiated between the student, trainer and Education Programme Manager.</p>

4. Policy Statement/s

4.1 Assessment Tasks must met the Principles of Assessment

In order to ensure that all assessment items meet the Principles of Assessment, the Institute must ensure that:

- Students are fully aware of the option to apply for RPL and adjustments to the training and assessment programme must be made for each learner following the successful granting of RPL.
- Any reasonable adjustment to accommodate the learner must be considered along with the unit of competency requirements for demonstrating competency.
- Students must be fully informed of all assessment requirements, the processes and expectations before taking the assessment.
- A range of assessment methods should be developed so that students can demonstrate competency appropriate to individual student needs.
- A range of environments and contexts that are relevant to the unit of competency should be applied when assessing a student's competency.
- Assessment tasks and methods must match assessment requirements and the knowledge and skills required by the student of the task.
- Assessment decisions must be made consistently across different learners and different assessors in the same unit or module. Evidence criteria and decision rules to judge the quality of performance, such as model answers and descriptions of observable skills or examples of completed work should be used to assist in making reliable and consistent decisions in student competency.

4.2 Assessment Tasks must meet the Rules of Evidence

In order to ensure that all assessment items meet the Rules of Evidence the Institute must ensure that:

- Evidence is directly related to the competency being assessed and that there is a direct relationship between the assessment tasks and activities that students undertake, the evidence presented and the assessment requirements.
- Sufficient evidence has been gathered to make a valid judgement of competence or not.
- Evidence gathered must belong to the student being assessed, whether it is through direct contact with the student or through online submission of evidence and that the person being assessed is the same person that will be issued with a statement of attainment or qualification.
- Evidence collected must be current in relation to determining student competency at the time the decision is being made. This will be relative to the individual requirements of the industry and the unit of competency.

4.3 Students have the right to appeal results

If a student believes that they have not been fairly treated by the assessment process or that their result did not truly match the evidence submitted for the task they have the right to request that their work be reassessed. When this happens a process of moderation will be undertaken. Another assessor will be involved in the process and student evidence will be compared against set benchmarks and compared to similar results from different students and if possible, different student intakes.

4.4 Assessment Evidence must be retained for six months

All evidence related to assessment against a unit of competency must be retained for a minimum period of six months from the date on which the decision was made. This includes the evidence considered when the assessment was conducted, who the assessor was and the outcome. Where it is not possible to keep the actual assessment item, photographic or electronic evidence showing the standard of the item or work completed that justifies the assessment outcome must be retained.

4.5 Due Dates

Assessment tasks must be submitted to the trainer/assessor **BY THE DUE DATE** specified for a result to be recorded, unless an extension has been granted or an alternative delivery and or assessment has been negotiated with the student, Assessor and relevant Education Programme Manager. Negotiated changes must be documented on a training plan and fully agreed to by all parties and final submission dates should not exceed the expected course end date by more than 2 weeks.

4.6 Extensions

Extensions will only be granted due to personal illness or for other extenuating circumstances and must be accompanied by supporting evidence such as a medical certificate. A pre-booked holiday is not considered an extenuating circumstance. If students will be absent for an assessment due to personal holidays they must organise to take their assessment prior to leaving or risk being ineligible for supplementary assessment.

4.7 Student Responsibilities

Students have two attempts at assessments and all further attempts require a re-enrolment fee. Students have an obligation to be actively involved in the assessment process and must acknowledge all sources of information. All work submitted must be their own. Students who have breached these requirements will receive an unsatisfactory result for all associated tasks and will have to provide fresh evidence of competency.

Trainer/ Assessor Responsibilities

- To achieve a competent result students must meet all of the requirements of the unit.
- All prerequisite units must be achieved prior to the student undertaking

- Assessors involved in making judgements on the student competency have legal obligations and must adhere to the Institute assessment strategies, have the necessary vocational competencies at least to the level being delivered; have current industry skills; current knowledge and skills in VET; and, undertake ongoing professional development in VET. They must also adhere to and follow the Rules of Evidence and Principles of Assessment.

5. Policy Procedure/s

5.1 Principles of Assessment

- Students are informed of the option to apply for RPL by the Institute 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.

5.2 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.

5.3 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. This review will be undertaken by the relevant Education Programme Manager (EPM). If the EPM is the original assessor, they can 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.

5.4 Retention and Archiving 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.

Where course assessment requirements specify files in original format showing required technical specifications (such as layered Photoshop files) the student must submit the whole file to their trainer for assessment. They are also required to submit a low resolution PDF of their full task.

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.
- Alternatively, students may make a short low-resolution video of their work and submit that instead of a PDF.
- 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 named 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.
- Maximum file size is 10 MB and the student must compress larger files down before being accepted by the trainer.

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.

Trainers and Assessors are to follow the steps outlined below to record the electronic submission of student assessments for archiving:

- Use a computer that accesses the Institute network. Click onto M drive and access the folder and course that the assessments relate to.
- Collect student USB drives one by one. The drive should have only the files that are required for submission on them. All USB drives must be scanned for viruses before their contents being opened.
- Check the naming convention:
Assessment tasks: *Surname_Intital_TaskNumber.pdf*
Assessment Evidence: *Surname_Initial_TaskNumber_Evidence.pdf*
If the file is not correctly named return it to the student to follow the naming protocol.
- Check the file contents. Open the PDF and ensure that it contains photographs of all the items observed as part of the assessment. If the file is damaged, don't open it – the student must provide another copy that can be opened.
- Copy files to M Drive – all valid files should be copied to M drive and saved in the appropriate folder.
- Trainers who don't have access to the Institute network should check the USB drives in class to check that they are complete and take them back to administration for loading to M Drive prior to returning to students.

- Students who fail to submit the electronic evidence along with the assessment evidence will not have their results entered until the electronic evidence is provided, even if the assessment task has been completed and observed.
- Where course assessment requirements specify files in original format showing required technical specifications (such as layered Photoshop files) the trainer must keep 1 complete example of a satisfactory task and 1 complete example of an unsatisfactory task for moderation purposes. These files will be saved in the relevant moderation file for that course and semester and must be forwarded to the relevant Education Program Manager for that qualification.
- Administration staff will not accept electronic assessment evidence from students.

5.5 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.

5.6 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 Institute;
- 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).

5.7 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 Institute 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.

NOTE: Resubmissions (including exam re-sits) will be granted only IF the trainer/assessor considers the student has made a genuine attempt at the first assessment.

5.8 Assessor responsibilities

- All assessors should ensure that student work submitted for assessment is stored securely and is fairly marked against the assessment criteria developed for the assessment task.
- All assessors must check the electronic evidence submitted and ensure that it is in the correct format, not corrupted and that USB drive does not contain a virus.
- All assessors should apply the Rules of Evidence and Principles of Assessment when assessing student work for competency.
- All student assessments should be assessed in a timely manner and returned to the student (where applicable) within two weeks.
- Feedback on what the student could do to improve their work must be given in writing and their signature should be sought as confirmation that they have received this feedback and understand their assessment results.
- Assessors are responsible for complying with the Institute 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.

6. Roles and responsibilities

RTO Manager – Deborah Powell is generally the member of the senior executive responsible for managing policy compliance and initiating the policy review process (at least every two years).

Compliance Manager – Shayne Manton is the senior administration manager responsible for checking that the Assessment Processes outlined by this document are consistent with the VQF Standards 2015.

VET Manager – Heather Mikkelsen is the primary point of contact for advice on implementing and administrating the policy; for establishing and maintaining the official file; for proposing amendments as required; and for managing the consultation process when the policy is due for review.

Education Programme Managers – are responsible for overseeing and approving all changes to the assessment arrangements and negotiating assessment or delivery changes with students.

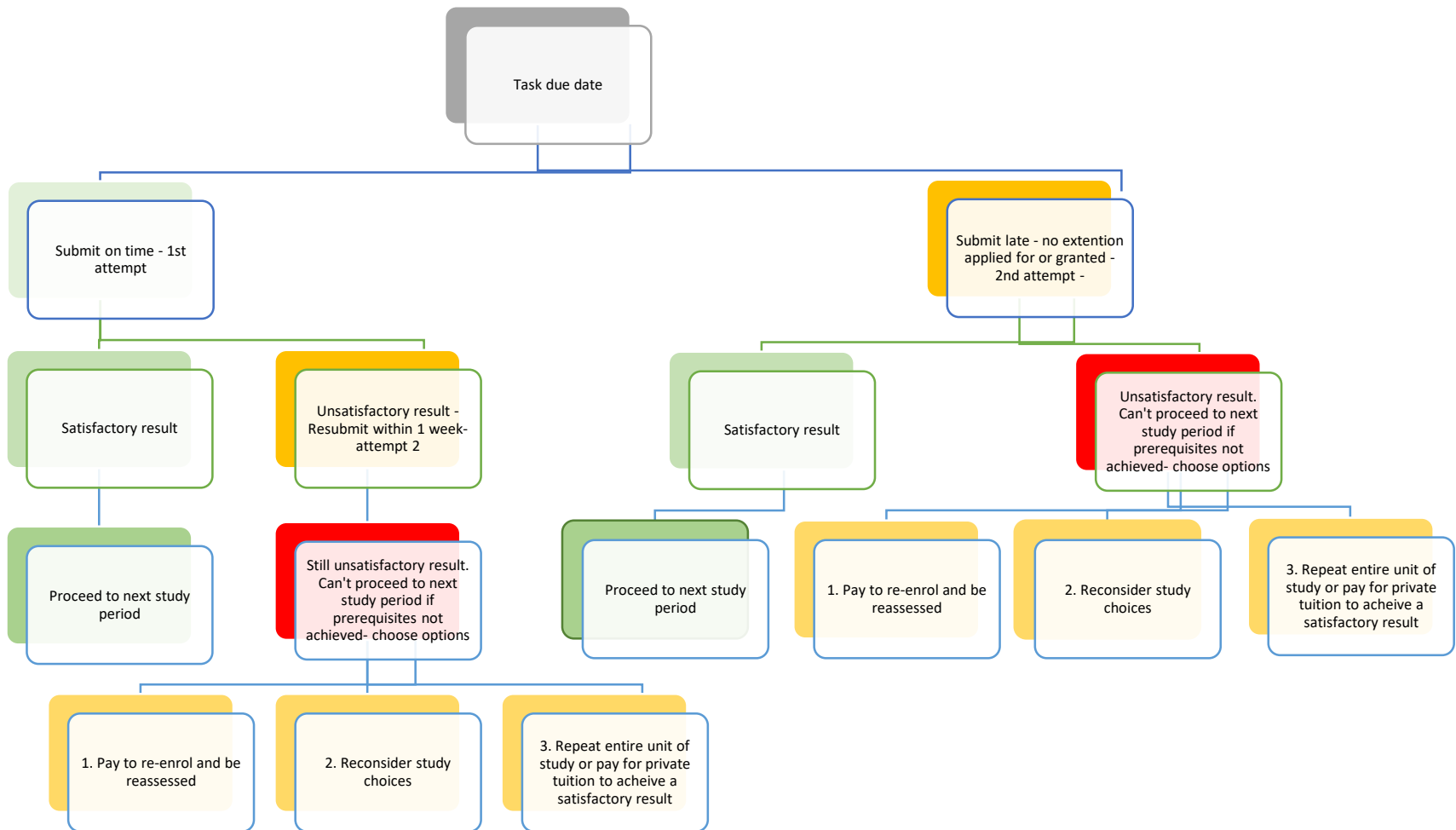
Trainers and Assessors – are responsible for managing the submission of assessment tasks in a timely manner, recording electronic evidence from students, adhering to the Rules of Evidence and Principles of Assessment, providing feedback to students and submitting completed assessment paperwork to administration when required.

Students – are responsible for following the assessment procedures outlined by their trainers and for retaining copies of their assessment evidence.

7. Relevant to

- **Academic and Non-Academic Grievances**
- **Student handbook**
- **Staff Handbook**
- **RPL Policy and Procedure**
- **Assessment Validation Policy and Procedure**

Assessment submission flow chart



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.

Student Entry Requirements – Equal and Fair Treatment Policy and Procedure

Overview

The Australian Institute of Fashion Design Pty Ltd has fair and transparent procedures that the institute reasonably believes are based on merit for making decisions about the selection of students seeking to enrol in approved courses; and the treatment of such students.

Definitions

For the purposes of this document the following applies:

The Act refers to the *VET Student Loans Act 2016*

Approved Courses refers to courses that meet the requirements under Division 3 Approved Courses, of the Act

Students refers to all persons enrolled in a unit of study or course and prospective students seeking to enrol in a VET unit of study that meets the course requirements under Division 2 Eligible students, of the Act

Other requirements for approved course providers – refers to Part 7 of the VET Student Loans Rules 2016, Subdivision F – Dealing with complaints.

Institute – refers to the Australian Institute of Fashion Design Pty Ltd.

Secretary – refers to the Secretarial official for the Department for Education and Training.

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 or course 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.

All students will be assessed for their academic suitability for the individual course they have applied for and the Australian Institute of Fashion Design Pty Ltd requires that all prospective students supply:

- A copy of a Senior Secondary Certificate of Education that has been awarded by a State or Territory for the student's completion of year 12; and/ or
- Evidence that the student has been assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an approved assessment tool and the Institute believes that the student displays competence; and/ or
- Evidence that the student has completed a Certificate 4 or above in the Australian Qualifications Framework and that the course was delivered in English.

The institute will make the results of the student's reading and numeracy assessment available to the Secretary, in the form, manner and by the time requested by the Secretary.

Selection and Admission procedure

1. Students and persons seeking to enrol should complete the Institute Application Form available from the web site. 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 attend a face to face or phone interview, and include with their completed application form:
 - a. Supporting documentation (e.g. Australian passport or citizenship document, academic transcript, etc.);
3. The Admissions Officer assesses the application against the published entry requirements (refer Appendix A). 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. To secure a place in the course, students will need to:
 - a. Submit a signed *Enrolment Agreement*
 - b. Complete an approved assessment tool for the Australian Core Skills Framework and achieve competent at or above Exit level 3 in both reading and numeracy
 - c. The Institute will provide students with the results of their assessment in reading and numeracy as soon as practicable after the assessment
 - d. Make arrangements for payment and/ or submit Request for VET Student Loan ecaf.
 - e. Students will receive a confirmation of enrolment and information for their first day of study.

Publication

This Student Entry Requirements – Equal and Fair Treatment 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.aicd.edu.au).

Appendix A: Course Entry Requirements

COURSE CODE AND NAME		COURSE ENTRY REQUIREMENTS	
		Formal education or work/life experience	Prerequisites
MST50116	Diploma of Applied Fashion Design and Merchandising	<p>To enrol into the Diploma of Applied Fashion Design and Merchandising the applicant should have completed their secondary schooling, have a good understanding of practical mathematics, be creative with some experience of sewing or making 3 dimensional pieces, have good computer skills, be able to use the internet for research, and use a range of office software such as spreadsheets, email, and presentation software such as PowerPoint and be able to answer yes to most of the points below:</p> <ul style="list-style-type: none"> • Do you love fashion and imagine your own creations? • Do you love to draw and create? • Do you have a good eye for detail? • Do you have good hand-eye coordination? • Do you have good time management skills? 	There are no prerequisites for entry into this qualification.
MSF50213	Diploma of Interior Design and Decoration	<p>To enrol into the Diploma of Interior Design and Decoration the applicant should ideally have completed their senior schooling, have a good understanding of practical mathematics, have good computer skills, be able to use the internet for research, and use a range of office software such as spreadsheets, email, and presentation software such as PowerPoint as well as answering yes to most of the questions below:</p> <ul style="list-style-type: none"> • Do you love colour and texture? 	There are no prerequisites for entry into this qualification.

COURSE CODE AND NAME		COURSE ENTRY REQUIREMENTS	
		Formal education or work/life experience	Prerequisites
		<ul style="list-style-type: none"> • Do you have good organisational skills? • Are you able to imagine spaces? • Do you understand the concepts of scale and size? • Do you have good communication skills? • Are you good at problem solving and lateral thinking? • Are you interested in designing and decorating domestic interiors? 	
MSF60113	Advanced Diploma of Interior Design	<p>To enrol into the Advanced Diploma of Interior Design the applicant should ideally have completed their senior schooling, have a good understanding of practical mathematics, have good computer skills, be able to use the internet for research, and use a range of office software such as spreadsheets, email, and presentation software such as PowerPoint as well as answering yes to most of the questions below:</p> <ul style="list-style-type: none"> • Do you love colour and texture? • Do you have good organisational skills? • Are you able to imagine spaces? • Do you understand the concepts of scale and size? • Do you have good communication skills? • Are you good at problem solving and lateral thinking? • Do you want to design large scale and commercial projects? 	There are no prerequisites for entry to this qualification.

COURSE CODE AND NAME		COURSE ENTRY REQUIREMENTS	
		Formal education or work/life experience	Prerequisites
SHB50115	Diploma of Beauty Therapy	<p>To enrol into the Diploma of Beauty Therapy the applicant does not have to have completed their senior secondary schooling but must have a passion for helping others, have a pleasant and caring manner, have good interpersonal skills, and have moderate computer skills as well as answering yes to most of the points below:</p> <ul style="list-style-type: none"> • Are you a caring person who loves delighting the senses? • Do you love working with people and helping them achieve their goals? • Do you have good hand-eye coordination? 	There are no prerequisites for entry to this qualification.
CUA50915	Diploma of Photography Photo Imaging	<p>To enrol into the Diploma of Photography and Photo Imaging the applicant does not have to have completed their senior secondary schooling but must have the conceptual, technical and organisational skills to use of a range of professional digital and/or film cameras and accessories to produce a folio of photo imaging work that demonstrates the ability to respond effectively to different photo imaging challenges and requirements; as well as answering yes to most of the questions below:</p> <ul style="list-style-type: none"> • Have you got an eye for colour and light? • Do you have an eye for detail and artistic flair? • Do you have an understanding of photographic equipment and settings and can explain terms like aperture? 	There are no prerequisites for entry to this qualification.

COURSE CODE AND NAME		COURSE ENTRY REQUIREMENTS	
		Formal education or work/life experience	Prerequisites
		<ul style="list-style-type: none"> Do you have a body of photographic work you can bring in and discuss? <p>The skills and knowledge may have been acquired through personal or work experience, or through formal study.</p>	
CUA51015	Diploma of Screen and Media) Specialist Make-up Services	<p>To enrol into the Diploma of Screen and Media the applicant does not have to have completed their senior secondary schooling but must have sound computer skills to use the internet as a research tool as well as answering yes to most of the questions below:</p> <ul style="list-style-type: none"> Do you have artistic ability and good colour perception? Are you patient and tactful? Do you have good communication skills? Are you good at practical tasks and have good hand-eye coordination? Do you have an interest in make-up and transformation? 	There are no prerequisites for entry to this qualification.
CUA51115	Diploma of Visual Arts	<p>To enrol into the Diploma of Visual Arts the applicant does not have to have completed their senior secondary schooling but must be able to demonstrate the technical and organisational skills to conceptualise and create works in selected medium which may have been acquired through experience in creative practice or through formal study, bring in a body of work to discuss, have good computer skills, be able to use the internet for research, and use a range of software such as word and</p>	There are no prerequisites for entry to this qualification.

COURSE CODE AND NAME		COURSE ENTRY REQUIREMENTS	
		Formal education or work/life experience	Prerequisites
		<p>presentation software such as PowerPoint as well as answering yes to most of the questions below:</p> <ul style="list-style-type: none"> • Do you love colour and design? • Have you worked with some form of creative media such as photography, painting, drawing, ceramics, sculpture or some other artistic media? • Do you have a body of creative work that you have put together? • Have you kept visual diaries and documented your work? • Can you talk about the creative process, your inspiration and what your work communicates? 	

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 STUDENT LOAN STUDENTS

Refund Policy for students not eligible for, or enrolling in non-VET STUDENT LOAN 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 students 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.

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

Students 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.

VET STUDENT LOAN STUDENTS

Withdrawal from Study Policy and Procedure

1. Purpose

This policy and procedure outlines the circumstances under which students may apply for withdrawal of their study from an approved course or part of an approved course and for re-enrolment after withdrawal with the Australian Institute of Creative Design.

2. Scope

This policy and procedure applies to all VET Student Loan eligible students enrolled in an approved course whether the student elects to access the loan or not. Short courses and courses for lower level qualifications are covered by the Deferral Withdrawal and Course Transfer Policy and Procedure (NON CA).

3. Definitions

The Act refers to the VET Student Loans Act 2016

Approved Course – refers to VET Student loan eligible courses

Other requirements for approved course providers – refers to Part 7 of the VET Student Loans Rules 2016, Subdivision E – Withdrawal from courses and cancellation of enrolment

VET Student Loan Eligible students – refers to a student who meets the citizenship and residency requirements of the Act and the Institute’s assessment of their suitability to complete the course

VET Student Loan: A government based study loan available to assist eligible students studying higher level vocational education and training (VET) qualifications to pay their tuition fees. Higher level VET qualifications are at the diploma level and above; VET Student Loan is not available for certificate level courses.

Unit of Competency: A Unit of Competency is associated with nationally recognised qualifications that lead to a qualification.

Unit of Study: Must include one or more units of competency which are listed as part of the approved course.

Census Date: The date after which a student incurs a debt for the VET unit of study in which they are enrolled. The census date must be no less than 20 per cent of the way between the unit commencement and completion dates.

Institute - refers to the Australian Institute of Fashion Design Pty Ltd trading as the Australian Institute of Creative Design.

4. Policy Statement/s

4.1 Course Withdrawal

4.1.1 Students can withdraw from an approved course, unit of study, or unit of competency at any time prior to the census date for that approved course whether they are accessing Commonwealth Assistance through VET Student Loan or not.

4.1.2 Student withdrawals should be in writing and must be received by administration no later than prior to the close of business on the census date for the approved course they are enrolled in, in order to avoid incurring a debt or incurring charges for the relevant course's tuition fees charged for that unit of study.

4.1.3 All students must be made aware of census dates for the course they have enrolled in and their option to withdraw prior to the census date.

4.1.4 There are no financial or administrative barriers to a student choosing to withdraw from all or part of an approved course.

4.1.5 Students withdrawing after the census date will be charged for the relevant units of study. If the student believes that they were not able to complete their studies due to extenuating circumstances they have the right to apply for their fees to be re-credited and must access the Re-crediting a FEE-HELP Balance Policy published on the Institute website.

4.2 Enrolment after withdrawal

4.2.1 Students who have previously withdrawn from an approved course or a part of the course may decide to enrol in that course again.

4.2.2 Students wishing to reenrol in a qualification after withdrawing should do so in writing. The Institute will not enrol the student in an approved course or part of an approved course without the written permission of the student.

4.2.3 All enrolments are subject to availability and spaces for the approved course and the timetabling and will require the student to reenrol in a new offering of the course. All units of competency previously achieved will be eligible for credit transfers if equivalent units are available.

4.3 Cancellation of Enrolment

4.3.1 If the student has not attended classes and not contacted the Institute as to their intention of taking up or continuing their enrolment they will be automatically withdrawn from the unit of study and will **not** incur a debt for the relevant units.

4.3.2 Prior to the Course commencement date, the Institute reserves the right to cancel any Course due to insufficient class numbers or for any other reason. In this situation the Student will receive a full refund for any Course Fees paid.

4.3.3 Once the course has commenced, the Institute guarantees to complete the delivery of the course except in the following unlikely situations:

- A natural or malicious disaster (including fire, tempest and flooding) occurs which prevents the courses being undertaken,
- Due to student deferrals, transfers or withdrawals from the course, the remaining number of students enrolled in the course becomes three or less,

4.3.4 In these situations, the Institute reserves the right to cancel the course. The Institute will issue a refund of Course Fees paid, or will find another suitable course for the student to complete their study. In this case the Student's preferred option will be taken. Please refer to Ceasing to Provide a Course – VET Tuition Policy and Procedure published on the Institute website.

4.3.5 Student enrolments can be cancelled after the census date by the Institute Directors at any time for non-payment of Course Fees, failure to comply with the Institute rules and regulations, or conduct deemed unsatisfactory. In this situation all students will have the right to initiate grievance procedures before the cancellation takes final effect.

5. Policy Procedure/s

5.1 Course Withdrawal

5.1.1 Students intending to withdraw should complete the withdrawal form and submit to administration on or before the census date for the unit of study/course they are withdrawing from.

5.1.2 Verbal intent to withdraw will be accepted on or before the census date if made to an Institute administration officer and noted in the student records.

5.1.3 Students who choose to withdraw from a unit of study/ course should be interviewed and their reasons noted. Other options should be discussed with the student such as part time study if they are finding full time study load too much or enrolling in a lower level qualification if the course level is not suitable for them.

5.2 Communicating Withdrawal Procedures

5.2.1 Students are made aware of their option to withdraw prior to or on the census date at student induction, through the student handbook and through the online publishing of this policy and procedure.

5.2.2 The census date for each unit of study is clearly identified on student timetables as well as being published on the Institute's website.

5.3 Record keeping and Review

5.3.1 All withdrawing students must have their status in the student management system changed to inactive so that they aren't reported on as receiving VET Student Loan for units withdrawn from prior to census date and no results are to be entered for that unit of study.

5.3.2 Records of student fees are to be removed from the Unit Enrol Status spreadsheet relating to the withdrawn units.

5.3.3 Student withdrawal forms and withdrawal interviews are to be kept on file in the student physical file and scanned to their electronic file.

5.3.4 Withdrawal interviews are reviewed annually to determine if there are trends in why students are withdrawing and if the processes and procedures at the Institute need changing and adjusting as a result.

5.4 Cancellation of Enrolment Procedures

5.4.1 All students who have had their enrolment cancelled will be informed by the institute of the proposed cancellation and the reasons for the cancellation.

5.4.2 Students will have at least 28 days to initiate grievance procedures before the cancellation takes final effect.

5.4.3 Any cancellation will take final effect only after any grievance procedures initiated by the student have been completed (please refer to the Academic and Non-Academic Grievance Policy and Procedures published on the Institute website).

5.4.4 Students who have had their enrolment cancelled due to the conditions as specified in point 4.3.5 above will not be refunded any fees already paid.

6. Roles and responsibilities

RTO Manager: Deborah Powell is generally the member of the senior executive responsible for managing policy compliance and initiating the policy review process (at least every two years).

Compliance Manager: Shayne Manton is generally responsible for maintaining the Unit Enrol Status document.

VET Manager: Heather Mikkelsen is the primary point of contact for advice on implementing and administering the policy; for establishing and maintaining the official file; for proposing amendments as required; and for managing the consultation process when the policy is due for review.

Institute Officers: All Institute administration officers and trainers are responsible for communicating and recording a student's intention to withdraw from a unit of study/ course.

7. Relevant to

Academic and Non-Academic Grievances Policy and Procedure

Ceasing to Provide a Course VET Tuition

Re-Crediting a FEE-HELP Balance

Student Handbook

Student enrolment form

8. Publication

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

Refund Policy for the purposes of the VET STUDENT LOAN Assistance Scheme

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

To be entitled to VET STUDENT LOAN 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.

Fees other than Tuition Fees

Overview

This document outlines the Australian Institute of Fashion Design Pty Ltd's policies and procedures for informing students about fees other than tuition fees.

Under Subdivision K of the VET Student Loans Rules 2016 The Australian Institute of Fashion Design Pty Ltd can only charge fees other than Tuition fees that clearly communicates to students that the fees are not for tuition, the purpose of the fees, the student's total liability for the fees; and when and how the fees are to be paid.

No fees are allowed to be charged to assess a student's academic suitability to undertake a course or to apply for enrolment or enrol in an approved course.

Definitions

The Act refers to the *VET Student Loans Act 2016*

Student/s in this document 'student' refers to both enrolled students and potential students.

Institute – refers to the Australian Institute of Fashion Design Pty Ltd.

Covered Fees – refers to fees that are covered by a VET Student loan

Tuition Fees – refers to the total amount of fees to be paid by the student to cover the delivery and assessment of the qualification in which they have enrolled and includes general equipment for use in class and learner guides. Only a portion of the tuition fees may be **covered fees**.

Unit refers to any Unit of Competency (as specified by the Course’s training package) that form part of the Course.

Unit of Study refers to the Unit of Study as specified on the Schedule of VET Tuition Fees relating to the Course intake, being a cluster of Units.

Other Fees & Charges

The following table sets out other fees and charges that a student may be required to pay while studying at the Australian Institute of Fashion Design Pty Ltd:

Fee type	Purpose	Cost	Payment Due
Printing Accounts	The printing account tallies the amount of printing/photocopying done by the Student throughout the year and students will not be able to use the printer if they run out of credit. Printing prices: (prices are subject to change): A4 B&W: 10c, A4 Colour: 50c, A3 B&W: 20c, A3 Colour: 80c	\$10 setup which include \$10 printing credit	Prior to use of Institute Printers
Student Identification card or replacement	Purchase of this card is optional and is available to all students. Only full time students are eligible for QLD transport student pricing and this card may get them further discounts with participating businesses.	\$25 (optional)	At time of issue
Repair or Replacement of damaged or stolen equipment	A Student's failure to exercise proper and reasonable care that results in the damage of equipment could require the student to	Dependant on the damage sustained	After being found responsible for the damage due to negligence

Fee type	Purpose	Cost	Payment Due
	pay repair or replacement costs		
Private tuition fees	Students who have missed classes and are unable to catch up missed work with reasonable assistance from their trainer may pay for targeted private tuition. This is only offered to students when other options of catching up the work has been exhausted	\$60 per hour	Prior to negotiated tuition sessions
Dishonoured Cheque Fee	This is a fee charged to the institute by the banks. The institute passes this charge onto the student	\$50	Following receipt of bank charges
Event Participation Fees	This can include the student graduation. Costs will vary depending on the event. Students are fully informed in advance of event costs and all events required for completion of course work have alternate options that the student can access	Variable	Prior to the Event
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	\$50.	Prior to reissuing of the replacement cheque
Ezypay Failed Payment Fees	Ezypay will charge a failed payment fee for each failed payment. If Ezypay is unable to collect this, these fees are passed on to the Institute. The Institute	(between \$16 - \$18)	After receipt of charges from Ezypay

Fee type	Purpose	Cost	Payment Due
	will then charge these fees to the Guarantor/s identified in the student		
Interest Fees for Overdue Payments	These charges will be charged for payments that are more than 60 days overdue	2.5% per month.	In arrears
Debt Collection Fees	Any fees or charges associated with debt collection / legal action in relation to obtaining payment of the course fees (and any other fees/charged incurred) will be at the expense of the Guarantor/s.	Variable	In arrears
Replacement (or additional copies)	Replacement or additional copies of documents (such as Certificates, Transcripts of Results etc) -	\$25 each.	Prior to reissuing of document
Failed subject fees – reassessment only	Students who fail a Unit of Study/ unit of Competency will be required to re-enrol in that unit to be reassessed for competency (if they still wish to be considered eligible for the unit).	\$100 for written assessments \$200 for practical assessments	Prior to the start of the reassessment
Failed subject fees – full re-enrolment	If students have missed so much of the unit delivery they can reenrol and repeat the whole unit of study. In this case students can't access covered fees again.	Full tuition fees for the Unit of Study as published	Prior to the start of the unit or on payment plan
Equipment and Product Purchases	The institute offers selected equipment and materials available for purchase by	Variable	At time of purchase

Fee type	Purpose	Cost	Payment Due
	students. Purchase is optional		

Costs not covered by fees or charges

Each qualification will require specific equipment and materials that the student will need to use to practise the skills and knowledge covered by the course at home. These costs are variable and a complete list of required resources are supplied at enrolment. Preferred brands are suggestions only and students may buy similar items from suppliers of their choice.

Students are required to provide their own digital device and the minimum specifications will vary from qualification to qualification and is specified on the institute website.

Publication

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

Re-Crediting a FEE-HELP Balance

Definitions

The Act refers to the *VET Student Loans Act 2016*

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 Student Loans 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 Student Loans and applies to students who are, or would be entitled to VET Student Loans assistance under clause 43 of Schedule 1A of the Act.

Unit or VET Unit of Study: A VET unit of study approved for VET Student Loans that a student may undertake with the Australian Institute of Creative Design Pty Ltd, for which the student may access VET Student Loans assistance to pay for all or part of their tuition fees.

DET: The Department of Education and Training (Australian Government).

Secretary: refers to refers to the Secretarial official for the Department for Education and Training.

Incurring a VET STUDENT LOAN Debt

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

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

Circumstances for Re-crediting a FEE-HELP Balance

A student's FEE-HELP balance can be re-credited under Part 6 of the Act. This allows for the following situations:

1. Special circumstances beyond the student's control;
2. The institute ceases to provide a course covered by an approved Tuition Assurance Scheme or ceases operations;
3. There is no replacement course with another provider that the student could transfer to;
4. The Institute or a person acting on its behalf is engaged in unacceptable conduct in relation to the student's application for the VET Student Loan or failed to comply with the Act or an instrument under the Act and this has adversely affected the student.

Note: *In regard to Points 2 & 3 above the Institute is covered by an approved Tuition Assurance Scheme which is explained in the Ceasing to Provide a Course (Tuition Assurance) Policy and Procedures.*

In Point 4 above, the student may apply to the Secretary and has 5 years after the census date for the course, or part of the course, or within that period as extended by the Secretary or the Secretary may act in place of the Institute if the Institute has been wound up or the Institute has failed to act under this Division and the Secretary is satisfied that this failure is unreasonable.

Special Circumstances

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to the Institute 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. This is in accordance with Part 6 of the Act. They have to 12 months to apply for re-crediting due to special circumstances and there is no charge for reconsiderations or review of decisions, other than review by the Administrative Appeals Tribunal.

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 Creative 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 made it impracticable for the Student to complete the requirements for the course, or part of the course, during the student's enrolment in the course, or part of the course.

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 Student Loan assistance; or
- a Student's incapacity to repay a VET Student Loan 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).

Treatment of students seeking review

The Institute ensures that all students seeking review are not victimised or discriminated against for:

- Seeking a review of reconsideration of any decision relating to this policy and procedure; or
- Using the Institute's grievances processes and procedures; or
- Making an application for re-crediting of the student's FEE-HELP balance under Part 6 of the Act.

Re-credit of a Student's FEE-HELP balance - The process

Each application to the Institute 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 RTO Manager is the designated VET Student Loan officer of the Australian Institute of Creative 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 Creative 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 Creative Design Pty Ltd will consider each application within seven (7) business days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Section 68 of the Act. Applicants will be notified in writing of the decision within 14 business days.

Review of Decision

4. Where the Australian Institute of Creative 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 Creative Design Pty Ltd, the Student may apply, within 20 business days of the receipt of the original decision, for a review of the decision. The application for review must:
 - be made within 20 business 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 seven (7) business days; and
 - inform the Student that if the Review Officer has not advised them of a decision within 20 business 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 20 business days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Details

Telephone: (07) 3361 3000 or 1800 228 333

Email: generalreviews@aat.gov.au

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

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.

The Secretary of DET, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon DET's receipt of a notification from the AAT, DET will notify the Australian Institute of Creative Design Pty Ltd that an appeal has been lodged. Upon receipt of this notification from DET, the Review Officer will provide DET 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.aicd.edu.au) to ensure students have up to date and accurate information publicly available to them and is also available in the Student Handbook.

Ceasing to Provide a Course (Tuition Assurance) Policy and Procedures

Overview

Under the provisions of Division 4 of the *VET Student Loans Act 2016* and of the *VET Student Loans Rules 2016 Part 6* the 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 an original course VET in which a student is enrolled.

Definitions

Act – Refers to VET Student Loans Act 2016

Tuition Assurance – refers to a scheme operator approved by the Secretary

DET: The Department of Education and Training (Australian Government).

Secretary: refers to refers to the Secretarial official for the Department for Education and Training

Original course – means a course that a course provider ceased to provide after the course started but before it was completed.

Policy Statements

1. In the event that Australian Institute of Fashion Design PTY LTD ceases to provide an original course 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);

OR

 - b) a re-credit equal to the amount of the VET Student loan that has been used to pay tuition fees for the student for all or part of the course that ceases to be offered.
2. The Australian Institute of Fashion Design PTY LTD has met the VET tuition assurance requirements as specified in the VET Student Loans rules 2016 through its current membership of the ACPET ASTAS-VET. Contact details for ACPET are:

Queensland office (and Northern Territory support)

Lennox Commercial Tower, Level 26, 76 Queen Street, Brisbane Qld 4000

Ph: (07) 3210 1628 Fax: (07) 3210 6347 Toll-free in Queensland & NT 1800 657 644

Email gld@acpet.edu.au

Procedures

1. Ceasing to Provide an original course

If the Australian Institute of Fashion Design Pty Ltd ceases to provide an original course it must:

- Notify students in writing, within 2 days that the course will no longer be provided;
- Hold a meeting with the students and the tuition assurance scheme operator (ACPET) at the main delivery location for the course within 7 business days;
- Update the website and provide information that the course is no longer being provided and to give tuition assurance information;
- Notify ACPET by written notice within 2 business days of any of the following events occurring to the Australian Institute of Fashion Design Pty Ltd:
 - Notice or proceedings taken to cancel the incorporation or registration or dissolve the institute's legal entity;
 - The institute comes under external administration;
 - The institute fails to comply with a statutory demand under the Corporations Act 2001;
 - The institute is unable to pay all of its debts when they become due; or
 - A resolution to or by the provider to wind up the business is made.

If the Australian Institute of Fashion Design Pty Ltd intends to cease providing a course after it starts but before it's completed, the institute will notify ACPET of the following in the specified time frames:

- Intention to cease a course in writing no later than 24 hours after the decision has been made;

- Provide ACPET within 3 business days after ceasing the course the:
 - The student's full name and contact details;
 - The parts of the course the student is enrolled in;
 - The amount of tuition fees for each part of the course the student is enrolled in;
 - Details about the payment of tuition fees, including that amounts that are covered fees; and
 - A statement of Attainment for the parts of the course the student has completed, issued in accordance with the Australian Qualifications Framework.

2. Replacement Courses

Any replacement course must be provided by approved course providers. Students enrolled in replacement courses must receive course credits for the parts of the original course successfully completed by the students, as evidenced by their Statement of Attainment.

Students enrolled in a replacement course are not charged tuition fees for replacement components of replacement courses.

Arrangements for replacement course must meet the following requirements:

- Lead to the same or a comparable qualification as the original course;
- Mode of delivery must be the same as the original course;
- The primary location of the replacement course must be reasonable, having regards to costs and time required for student's travel;
- Not involve the student incurring additional fees that are unreasonable; and
- Will be able to attend the replacement course with unreasonable impact on the student's prior commitments.

Arrangements for replacement courses must give students a 6 month period in which to accept the replacement tuition offer and extend that period in circumstances that justify that extension.

The arrangement must require ACPET to repay the student's tuition fees for a replacement component of the replacement course if the student applies to have their FEE-HELP balance re-credited due to Special Circumstances beyond their control under Section 68 of the Act.

3. Obligations to covered students

These arrangements must provide for covered students to continue even if the arrangement is terminated and despite any of the following occurring:

- A default under the arrangement by the Australian Institute of Fashion Design Pty Ltd;
- Non-compliance with the Act by the Australian Institute of Fashion Design Pty Ltd;
- Whether the Australian Institute of Fashion Design Pty Ltd is solvent or insolvent.

These arrangements can't be varied without the written consent of the Secretary.

4. Termination of arrangements

If the Australian Institute of Fashion Design Pty Ltd wishes to terminate the VET Tuition Assurance Agreement, the institute must give ACPET and the Secretary at least 60 days' notice and if the agreement is terminated by ACPET, they must give both the Australian Institute of Fashion Design Pty Ltd and the Secretary at least 90 days' notice.

5. Transitional Period to tuition assurance arrangements

The previous arrangement for VET Tuition Assurance under *Schedule 1A to the Higher Education Support Act 2013*, that was operating prior to the commencement of this Act will continue to be in force for 6 months after the Act came into effect (7th December 2016).

Publication

Ceasing to Provide a Course (VET Tuition Assurance) will be made public to students on Australian Institute of Fashion Design PTY LTD website (www.aicd.edu.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.

Statement of VET Tuition Assurance

1. Under the provisions of *Division 4 – Tuition Assurance of the VET Student Loans Act 2016* and *Subdivision C – VET Student Loans Rules 2016* the 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 an approved course of study in which a student is enrolled. The meaning of ‘approved course’ is set out in Division 3 of the VET Students Loans Act 2016. A copy of this is available from: <https://www.legislation.gov.au/Details/C2016A00098>
2. In the event that Australian Institute of Fashion Design PTY LTD ceases to provide an approved course before it is completed, a tuition assurance scheme operator will offer affected students a replacement course.
3. The Australian Institute of Fashion Design PTY LTD has met the VET tuition assurance requirements as specified under Division 4 of the VET Student Loans Act 2016 through its current membership of the ACPET ASTAS-VET. Contact details for ACPET are:
Queensland Office
Level 10, 126 Margaret Street, Brisbane QLD 4000
PH:(07) 3210 1628 FAX:(07) 3210 6347
Email qld@acpet.edu.au
4. To be offered as a replacement course the course must:
 - a. Be offered by an approved course provider;
 - b. Allow enrolled students to receive course credits for parts of the original course successfully completed by the student;

- c. Not charge the student tuition fees for replacement components of the replacement course;
 - d. Lead to the same or a compatible qualification as the original course;
 - e. Have the same mode of delivery as the original course;
 - f. Have a location that is reasonable for the student in regards to the costs of, and time travelled required by the student;
 - g. Not require the student to incur additional fees that are unreasonable; and
 - h. Allow the student to be able to attend the replacement course and not unreasonably impact on the student's prior commitments.
5. A student may seek a review of a decision about whether or not a course is a replacement course that meets the requirements listed at point 3 above.
6. A student who accepts the offer of a replacement course will not be required to pay the replacement provider for the replacement components of the replacement course; and will receive course credits for parts of the original course successfully completed by the student.
7. The tuition fees for remainder of the replacement course may be different from the fees payable for the original course.
8. The student will have a period of 6 months in which to accept the offer but the tuition assurance scheme operator may extend that period if circumstances justify an extension.
9. If there is no suitable replacement course for a student, the student's FEE-HELP balance will be re-credited for the affected parts of the original course.
10. If a student enrolls in a course that is not a replacement course, the student may be required to pay additional tuition fees; and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

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

Accredited Course	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
Assessment	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.
Australian Institute of Fashion Design	Also referred to as the Institute and AIFD.
Authorised Person	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.
Award	Formal certification recognising that learning outcomes/competencies required for a programme have been met.
CEO	Chief Executive Officer of Australian Institute of Creative Design
Clustered Courses/Units	Courses/Units with the same Start of Study and Completion of Study dates, delivered concurrently as a 'clustered' group
Competency	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.
Competency-based Assessment	Assessment undertaken and a result awarded based on competency achieved or competency not yet achieved.
Competency-based Training (CBT)	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.
Content Expert	A formally qualified trainer/assessor who- <ul style="list-style-type: none"> • Satisfies the established requirements for assessing in a particular area and level of competency; • Knows the competency standards or learning outcomes to be demonstrated; • Knows current industry practices for the job or role against which performance is being assessed.

Course/Unit (of Competency)	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.
Deferred Assessment/Examination	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.
DIAC	Australian Government Department of Immigration and Citizenship
Equity	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.
Exceptional Circumstances	Examples of exceptional circumstances: All students: Verifiable illness or injury that prevents the student's ability to study. International students: immediate maternal/paternal grandparent/s, parent/s, sibling/s (off-shore) suffer a serious illness, or are subject to civil, military or political disturbance/s, requiring the student's return to their home country.
Fees and Charges	Any fee or charge for instruction, assessment or other services provided in or by the Australian Institute of Creative Design.
Formal Study	Education or training obtained in a Recognised Training Organisation (RTO).
International Student	A student who is residing in Australia who is not an Australian citizen.
Trainer/Assessor	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.
Mutual Recognition	A commitment that the Institute will recognise the AQF (Australian Qualification Framework) qualifications issued by other RTO (Recognised Training Organisation) within Australia.
Outcomes (learning)	The competency to perform the activities within an occupation or function to the standards expected in employment.
Premises	In the context of these rules the following constitute the institute's premises:- <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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.