



Student Handbook

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Introduction

This student handbook has been designed to provide students with information about the services provided by Australian Institute of Advanced Studies (AIAS) and our approach to providing a safe, fair and supported environment to participate in learning and assessment. This handbook does not provide specific information about individual courses offered by Australian Institute of Advanced Studies. This information is contained on the website (following course links) and in Course Brochures supplied separately.

Our mission

Australian Institute of Advanced Studies' mission is to develop and deliver quality training and assessment that exceeds the specific requirements of both student learners and industry.

Our objectives

In recognition of this mission, our objectives are:

People: We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.

Safety and equality: We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

Integrity and ethics: We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

Quality commitment: We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

Student focused: We thrive on providing quality training and assessment that is student focused and which supports lifelong learning. We respect our clients and strive to entice their repeated return to our facility, through the provision of high quality training and assessment experiences.

Industry and community engagement: We recognise the value of industry and community engagement as the driving force in shaping our training and assessment strategies. We deliver realistic training and assessment services which are founded on industry and community needs and expectations.

Our expectation of you, the student

Australian Institute of Advanced Studies expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- To comply with the rules and regulations; and policies and procedures of Australian Institute of Advanced Studies;
- To be honest and respectful. This includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others;
- To be responsible for your own learning and development, by participating actively and positively in your course. Ensuring that you maintain progress with learning units within your course;
- To monitor your own progress by ensuring that assessment deadlines are observed;
- To utilise Australian Institute of Advanced Studies' facilities, resources and publications with care and respect. You must comply with our copyrights and prevent our resource material and or publications from being distributed to unauthorised persons or parties; and
- To respect other students and Australian Institute of Advanced Studies staff members and their right to privacy and confidentiality.

Computer facilities

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect postures may result in persistent aches and pains;
- Current Occupational Health and Safety guidelines indicate that people working for long periods at computers should organise their work ensuring they allow a five to ten minute rest break every hour. This rest should include a change of position and stretching exercises;
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle; and
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so text can be easily read.

Work and study areas

- Always ensure that all work areas and walkways are clean and clear of clutter. This will reduce the risks of tripping and falling accidents;
- Place all rubbish in the bins provided;
- Ensure that kitchen sinks and bench spaces are left clean and tidy. Also ensure that all dishes, cups and utensils are washed, dried and stored appropriately;
- Never leave tea towels or cleaning cloths in a bundle on bench tops or draped near bins;
- Never sit or climb on any desks or tables.

Your equity

Australian Institute of Advanced Studies is committed to ensuring that our training and assessment environment is free from discrimination and harassment. All Australian Institute of Advanced Studies staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, the appropriate disciplinary action will be taken immediately.

Students and staff should have an expectation of fair and friendly behaviour. Australian Institute of Advanced Studies apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Suspected criminal behaviour will be reported to police immediately.

Equity Complaints reporting

Students who feel that they have been harassed or discriminated against should report this information to either an Australian Institute of Advanced Studies staff member who they feel they can trust, or the AIAS Complaints Contact Officer.

All complaints should be made in writing and may be submitted by email. Receipt of a written complaint will initiate the Complaints procedure which will be fair, transparent and will protect your rights as a complainant. AIAS management will investigate all complaints professionally and constructively, and respond in a timely manner.

Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Australian Institute of Advanced Studies, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Australian Institute of Advanced Studies takes the privacy of students very seriously and complies with all legislative guidelines. These include the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*; *The Privacy Regulation 2013* and the *Australian Privacy Principles (APP)*. The APP sets out the standards, rights and obligations for the collecting, handling, holding, accessing, using, disclosing and correcting personal information.

Student information is only shared with external agencies such as registering authorities to meet AIAS compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on written request.

In some instances AIAS may be required by law to make student information available to others. For example: Court orders, Immigration legislation (i.e. for overseas students), or the National Centre for Vocational Education and Research (NCVER). In all other cases Australian Institute of Advanced Studies will seek the written permission of the student for such disclosure.

Fees

In accordance with applicable State legislation, Australian Institute of Advanced Studies is entitled to charge fees for resources and services provided to students undertaking a course of study. These charges are generally for items such as: course materials, text books, student services, and training and assessment services. For a full list of current fees and charges please see [Appendix A](#).

Course fees payable

Course fees are payable when the student has received notification of enrolment. Fees must be paid in full within 10 days of receiving an invoice from Australian Institute of Advanced Studies. Australian Institute of Advanced Studies may discontinue training if fees are not paid as required. For a full list of current fees and charges please see [Appendix A](#).

Student cancellation

Students who wish to cancel their enrolment part way through a training program must notify Australian Institute of Advanced Studies in writing at the earliest possible opportunity if consideration of fee reimbursement is required.

AIAS Refund policy & Cooling- Off period (NON VET FEE HELP)

In the event that a student requests an early withdrawal from a course or training program, the following refunds policy applies:

- **Where 10% or less of the course has been delivered (Cooling off period):**
AIAS will provide a full refund of the course fees paid, minus the cost of any course resource materials supplied.
- **Where 10% or more of the course has been delivered:**
No refund of course fees will be provided.
- **Students who cancel their enrolment prior to course commencement:**
Will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.
- **Students who have bought text or workbooks and subsequently cancel:**
Australian Institute of Advanced Studies will not refund monies for the text unless a written request for a refund is received and Australian Institute of Advanced Studies is satisfied that the text is in 'as-new' condition.

Australian Institute of Advanced Studies is entitled to retain fees for any component of the course completed up until the receipt of written notification of course cancellation by the student.

AIAS Refund Policy (VET FEE HELP)

- AIAS will repay to a person any upfront VET payment of his or her VET tuition fee for a VET unit of study that the person made on or before the census date for the VET unit of study if the person is no longer enrolled in the VET unit of study at the end of the census date. The obligation on AIAS is to repay to a person immediately upon the person ceasing to be enrolled in the VET unit of study, AIAS will not require a person to apply for the repayment.
- Where the census date has passed for the VET unit being delivered:

No refund of course fees will be provided.

- Students who cancel their enrolment prior to VET unit commencement: Will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted immediately.

AIAS Refund Policy – Institute Closure

In the case if Australian Institute of Advanced Studies closes or ceases to deliver the agreed training and/or assessment, students have the rights to:

- complete their studies in another course or with another education provider OR
- receive a refund of their unspent tuition fees

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement.

Payment methods

Australian Institute of Advanced Studies accepts payment for fees using:

- Credit Card (Visa and MasterCard);
- PayPal;
- Electronic Funds Transfer (account details available on request);
- Cheque (made payable to Australian Institute of Advanced Studies Pty Ltd).

Note: Cheques must be received and funds cleared at least 5 days prior to course commencement.

Note: Payments in cash is discouraged.

Access to your records

Students are entitled to have access to their student file and learning and assessment records on request. Access may be required to monitor progress with training, or simply to review a previous training unit. Whilst these records must be retained by Australian Institute of Advanced Studies, students may have access to and request

copies of, these files if they wish. If you require access to your records, ask your teacher and access will be arranged at the earliest possible convenience.

Our continuous improvement of services

Australian Institute of Advanced Studies is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method for students to make suggestions for improvement is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Student Feedback and Suggestions form is available on request. Students are encouraged to provide suggestions and feedback to Australian Institute of Advanced Studies so we can improve our services for the future.

Student satisfaction survey

At the completion of your course/ training program, you will be issued with a Student Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students regarding their experience with an RTO, and in undertaking nationally recognised training. Your completion and return of this survey is important to Australian Institute of Advanced Studies for our ongoing Quality Assurance Program and improvement of our services. These surveys enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work and study. This is particularly true in situations where language, literacy and numeracy

skills influence the performance of tasks such as measuring, weighing and comprehending written work instructions. These skills are also critical where a person is required to problem solve, interpret information, research, apply information to different situations and where written communication is required.

To support this approach, Australian Institute of Advanced Studies will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Student's skills knowledge and experience is to be documented on interview and an individual learning will be developed in conjunction with the student to meet their individual needs.
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Australian Institute of Advanced Studies and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Learning Support

AIAS will always endeavour to provide appropriate and adequate learning support during training delivery.

Where learning difficulties exist, AIAS supports applying reasonable adjustment to training and assessment. A maximum of two (2) successive assessments attempts are provided to assist the student gain competency in their unit / course.

If the student has not been deemed as competent after 2 assessments, and requests repeat training and assessment in any unit of competency, fees will be charged.

Australian Institute of Advanced Studies' Disability policy

Australian Institute of Advanced Studies (AIAS) encourages people with disabilities to enrol in our courses. Our facilities are wheelchair accessible and ample disabled parking areas are provided. However, please note that all persons enrolling in our courses must comply with the individual course pre-requisites and entry requirements.

AIAS' People from Culturally and Linguistically Diverse (CALD) backgrounds policy

Australian Institute of Advanced Studies (AIAS) encourages people from culturally and linguistically diverse (CALD) backgrounds to enrol in our courses. However, please note that all persons enrolling in our courses must comply with the individual course pre-requisites and entry requirements.

Complaints and Appeals

Australian Institute of Advanced Studies is committed to providing an unbiased, impartial and transparent complaints and appeals process that includes access to an independent external body if necessary.

Students may report complaints to either an Australian Institute of Advanced Studies staff member who they feel they can trust, or the AIAS Complaints Contact Officer. All complaints should be made in writing and may be submitted by email. Receipt of a written complaint will initiate the Complaints procedure which will be fair, transparent and will protect your rights as a complainant. AIAS management will investigate all complaints professionally and constructively, and respond in a timely manner.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A serious complaint must be made in written form (letter or email) by the complainant and provided to Australian Institute of Advanced Studies in order to be acted on. A complaint about a minor matter may be made verbally to any AIAS teacher or the AIAS Complaints Contact officer. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Australian Institute of Advanced Studies within 28 days of the student being informed of the assessment decision or finding.

Early resolution of complaints and appeals

Where possible, issues that arise during course delivery should be resolved by the persons or parties involved, as soon as possible after they occur.

In instances where immediate resolution is not possible, the aggrieved person/parties are encouraged to report their concerns or complaints to AIAS Complaints Contact Officer with the confidence that you will be treated fairly.

AIAS Complaints and Appeals Policy

Australian Institute of Advanced Studies will support and enforce the application of the following principles in the management of all complaints and appeals:

- A written record of all complaints and appeals will be retained by Australian Institute of Advanced Studies. This will include details of lodgement, response, investigations, actions taken and resolution.
- The complainant or person lodging an appeal, is to be provided an opportunity to formally present their case at minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at relevant meetings.
- The management of a complaint or appeal is to commence within 10 working days of the lodgement of the written complaint / appeal. All reasonable measures will be taken to finalise the process as soon as practicable.
- The complainant or person lodging a complaint will be provided a written statement of the outcome. This will include details of the investigation and actions (if applicable) of the complaint outcome.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome. This will include details explaining appeal investigation results and final decision.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body independent from Australian Institute of Advanced Studies to review the decision of the internal AIAS complaint/ appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling and management.

- Australian Institute of Advanced Studies shall maintain the enrolment of the complainant or person lodging an appeal during the complaint / appeals process (unless there are criminal proceedings/ directions that prevent this).
- Decisions or outcomes of the complaint/ appeals process that are in favour of the student shall be implemented immediately.
- Complaints and appeals will be managed in strict confidence. Australian Institute of Advanced Studies' representatives are not to disclose information to any person without the permission of the AIAS Chief Executive Officer. Release of information to third parties will only occur after the complainant or person lodging the appeal has given permission to do so. However, no permission is required if the release of information is directed by law.
- Complaints and appeals will always be considered according to the principals of procedural fairness. All investigations and outcomes of the complaints and appeals process are perceived by AIAS as opportunities for our Continuous Improvement program.

Recognition of your existing skills and knowledge (RPL)

In accordance with the requirements of the NVR Registered Training Organisations Standards; Australian Institute of Advanced Studies provides the opportunity for students to apply to have prior learning recognised towards a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

AIAS RPL Policy

Australian Institute of Advanced Studies reserves the right to require candidates to undertake practical assessment activities of skills and knowledge and or formal theoretical assessment in order to satisfy itself of a candidate's current competence. Students will have to meet the assessment requirements for the units of competency which they are applying to RPL through.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Students are entitled to apply for recognition in a course or qualification in which they are currently enrolled;
- Students may not apply for recognition for units of competence or a qualification which are not included in Australian Institute of Advanced Studies' scope of registration;
- Whilst students may apply for recognition at any time, they are encouraged to apply **prior** to commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence;
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program;
- Assessment via recognition is to apply the principles of assessment and the rules of evidence;
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways, including both formal and informal learning or through work-based or life experience.

Similar to assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates, this includes: the skills and knowledge that have been previously learnt through work, study, life and other experiences; and which the students are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence towards recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;

- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Australian Institute of Advanced Studies reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Obtaining credit for your current competence

Australian Institute of Advanced Studies acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in 'statements of attainment' and qualifications.

What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the NVR Registered Training Organisations Standards, qualifications and 'statements of attainment' issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit, you are required to present your 'statement of attainment' and/or qualification for examination by Australian Institute of Advanced Studies. These documents will provide the details of the 'units of competence' the applicant has been previously issued. Students must provide satisfactory evidence that the 'statement of attainment' and/or qualification actually belongs to them and that it has been issued by an Australian RTO. 'Statements of attainment' and/or qualifications must be in the correct format as outlined in the Australian Qualifications Training Framework (AQTF) Implementation Handbook. Students must only submit copies of 'statements of attainment' or qualifications which have been certified as 'true copies of the original' by a Justice Of the Peace (Qualified) or a Commissioner for Declarations.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Students are entitled to apply for credit transfer in a course or qualification in which they are currently enrolled;
- Students may not apply for credit transfer for units of competence or qualification which are not included in Australian Institute of Advanced Studies' scope of registration;
- Whilst students may apply for credit transfer at any time, they are encouraged to apply **prior** to commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence;
- The student does not incur any fees for credit transfer and Australian Institute of Advanced Studies does not receive any funding when credit transfer is granted;
- Credit transfer may only be awarded for whole units of competence; and
- Where a mapping guide identifies a partial credit, it will not be considered for credit transfer and applicants will be advised to seek recognition of prior learning.

Competency-based training (apprenticeships)

Formal training for apprenticeships and traineeships is 'competency-based'. This means that apprentices and trainees are assessed on the skills they can demonstrate; the tasks they can perform; and the underpinning knowledge they have gained which allows them to effectively perform their work. Employers can progress their apprentice or trainee through the apprenticeship or traineeship as they reach milestones in their competence. Employers, apprentices and trainees can finalise and complete the apprenticeships and traineeships when the formal qualification has been issued by the RTO and the employer considers the apprentice or trainee competent to industry standards. Applications for competency-based completion should be made to your State Training Services regional office.

Assessment Overview

Our qualifications will be delivered over the appropriate time period according to specific course and unit competency guidelines.

A set of units of competence will be provided to students that have been carefully selected by AIAS. If a student prefers to personally select their own set of units it is their responsibility to research the units using www.training.gov.au. However, the selected units may not be offered by Australian Institute of Advanced Studies (AIAS).

Therefore students seeking units outside of AIAS scope of unit offerings may need to seek an alternate RTO to supply these units.

The courses offered by Australian Institute of Advanced Studies will be assessed using a holistic method of assessment, which may include: assessor observation, task performance, project work, written response activity, practical activities, workbook completion, written assessment completion and feedback from a supervisor. This will allow the assessment of knowledge and multiple skills integrated into real workplace tasks and performances where possible. Holistic assessment also recognises the assessment of knowledge and skills in the sequence that they would normally be performed in the workplace.

Principal assessment activities

There are five principal assessment activities used.

The assessor may choose to use a minimum of three (3) or all five (5) forms of assessment as listed below.

Number	Method	Description
Assessment Tool 1 (AT1)	Written response activity/ assessment	The candidate must provide satisfactory written responses to theoretical questions and case studies.
Assessment Tool 2 (AT2)	Written/Oral questions	The candidate will present responses as directed by the assessor on additional reading and research, practical activities and theory.
Assessment Tool 3 (AT3)	Projects	The candidate will prepare a report based on the activities required in each project.
Assessment Tool 4 (AT4)	Supervisor feedback/ and observation	The supervisor must confirm the ability of the candidate to complete all aspects of each unit in accordance with workplace requirements
Assessment Tool 5 (AT5)	Additional Assessments	The candidate will complete (where applicable) the additional activities prepared by the training organisation; OR similar activities (to be approved by assessor) based on actual work carried

		<p>out in the workplace.</p> <p>Mainly practical assessments with some theory involved from knowledge gained while studying the resources provided.</p> <p>Additionally most of these assessments have clustered multiple units of competencies.</p>
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The assessment strategies used by Australian Institute of Advanced Studies draw on a range of assessment methods, over a period of time and in a variety of contexts. Assessment requires satisfactory achievement across all tasks to demonstrate competence.

If a student is deemed not competent in any of the units, the assessor will contact the student and organise the provision of further assistance/ learning support to assist the student to become competent. Extra lessons, tutorials, homework, research activities and assessments may be provided.

AIAS will always endeavour to provide appropriate and adequate learning support during training delivery.

AIAS supports applying reasonable adjustment to training and assessment. A maximum of one (1) re-assessment is provided to assist the student gain competency in their unit/ course.

If the student has not been deemed as competent after 2 assessments (initial assessment and re-assessment) and requests repeat training and assessment in any unit of competency, fees will be charged.

Additionally, formative assessments will be conducted during the training programs. The assessment tools for each unit of competency will be held by AIAS until the assessment item is to be taken by the student. On completion of each assessment item, the student will return all assessment tools to AIAS where they will be marked and be archived.

Compliance with Governing Bodies & Audit Requirements

Australian Institute of Advanced Studies is governed by multiple agencies and must comply with their rules, regulations, guidelines and audit requirements. AIAS ensures compliance with the following agencies in regards to all conduct, training and assessment provided, as well as our general business practices:

- Australian Skills Quality Authority (ASQA);
- The VET Quality Framework (also known as the NVR VET Quality Framework);
- The Standards for NVR Registered Training Organisations 2012;
 - Australian Qualifications Training Framework (AQTF);
 - The Fit and Proper Person Requirements 2011;
 - The Financial Viability Risk Assessment Requirements;
 - The Data Provision Requirements;
- Standing Council on Tertiary Education, Skills and Employment (SCOTese);
- National Skills Standards Council (NSSC);
- Industry Skills Council (ISC);
- National Centre for Vocational Education Research (NCVER);
- AVETMISS;
- Department of Education and Training (DET);
- Assessment Audit Requirements;
- VET FEE HELP;
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

For detailed information regarding all of the above agencies please refer to **Appendix B, Schedule A- 'Compliance with Governing Bodies & Audit Requirements'**.

Compliance with State and Commonwealth Legislative Requirements

Australian Institute of Advanced Studies is governed by multiple legislative Acts, Regulations, Codes of Practice and guidelines in regards to all conduct, training and assessment provided, as well as our general business practices.

These legislations govern our obligations as a Registered Training Organisation (RTO); our obligations to students; the quality, experience and qualifications of the teachers delivering our training; and relates to the industries in which we conduct our training. Legislation, regulations and our obligations are continually being amended and improved upon. Australian Institute of Advanced Studies' management are made aware of, and act upon these changes as they occur.

The Commonwealth and State legislations that specifically affect the delivery of training and assessment services by RTOs are discussed below. These legislations and their requirements of our organisation are discussed with AIAS staff at our monthly meetings. In the event that AIAS commences training delivery interstate, we will update our policies and staff with the relevant state legislative requirements.

Australian Institute of Advanced Studies (AIAS) guarantees compliance with all state and Commonwealth Legislation. This includes but is not limited to:

Note: Commonwealth Legislation is denoted by (CWth) after the year.

For detailed information regarding the below Acts, Regulations, Codes of Practice or Standards marked *** please refer to **Appendix B, Schedule B "Compliance with State and Commonwealth Legislative Requirements"**.

Education and Training Legislation

- *** *The Standards for NVR Registered Training Organisations 2012 (Qld)*
- *** *National Vocational Education and Training (NVER) Regulator Act 2011(CWth)*
- *** *Vocational Education & Training (Commonwealth Powers) Act 2012(CWth)*
- *** *Vocational Education, Training and Employment Act 2000 (Qld)*
- *** *Education (Queensland Studies Authority) Act 2002 (Qld)*
- *** *Education (General Provisions) Act 2006 (Qld)*
- *** *Further Education and Training Act 2014(Qld)*
- *Further Education and Training Regulations 2014(Qld)*
- *Higher Education Support Act 2003 (CWth)*
- *Immigration (Education) Act 1971(CWth)*
- *Indigenous Education (Targeted Assistance) Act 2000(CWth)*
- *Education Services for Overseas Students Act 2000 (see also National & Vocational)*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (CWth)*

- *The Commonwealth Education Services for Overseas Students Act 2000 (CWth) ("The ESOS Act")*
- *The Commonwealth National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007(CWth) ("The National Code")*
- *Queensland's Education (Overseas Students) Act 1996(Qld) ("the EOS Act")*
- *Queensland's Education (Overseas Students) Regulation 1998(Qld) ("the EOS Reg")*

Workplace and Environment Legislation

- ****Queensland Building Fire Safety Regulation 2008(Qld)*
- *Professional Standards Act 2004(Qld)*
- *Environmental Protection Act 1994(Qld)*
- *Environmental Protection Regulation 2008(Qld)*
- *Building Act 1975 (Qld)*
- *Building Regulations 2006(Qld)*
- *Queensland Fire & Rescue Service Act 1990(Qld)*

Finance, Corporate, Fair Trading, Contracts and Tax Legislation

- ****Australian Securities and Investments Commission Act (ASIC), 2001 (CWth)*
- ****Fair Trading (Australian Consumer Law) Amendment Act 2010 (CWth) (Replaces the Fair Trading Act 1989 and Security Providers Act 1993)*
- *Australian Consumer Law and Fair Trading Regulations 2012(CWth)*
- *Corporations Act, 2001 (CWth)*
- *Insurance Contracts Act, 1984 (CWth)*
- *National Consumer Credit Protection Act, 2009 (CWth)*
- *Tax Laws Amendment (Income Tax Rates) Act 2012(CWth)*
- *Tax Laws Amendment (Small Business) Act 2007(CWth)*

Workplace Health and Safety Legislation

- ****Environment & Facilities-Managing the Work Environment and Facilities Code of Practice 2011(Qld WH&S)*
- ****Queensland Workplace Health and Safety Act 2011(Qld) (Reprint 2014)*
- ****work Health And Safety Act 2011(CWth)*
- *Workplace Health and Safety Regulations 2011(Qld)*
- ****Workplace Health and Safety (Codes of Practice) Notice 2011(Qld)*
- ****Workplace Health and Safety - How to Manage Work Health and Safety Risks Code of Practice 2011(Qld)*

- ****Workplace Health and Safety Consultation, Co-operation and Co-ordination Code of Practice 2011(Qld)*
- ****Safe Work Australia Act 2008(CWth)*
- *Public Safety Preservation Act 1986(Qld)*

Health including First Aid Legislation

- ****First Aid in the Workplace Code of Practice 2014 (WH&S Act 2011(CWth))*
- ****Tobacco and Other Smoking Products Regulations 2010(Qld)*
- ****Queensland Health-Communicable Disease Control guidelines (Qld)*
- ****Queensland Public Health Act 2005(Qld) (Replaced the Health Act 1937)*

Information, Records, Privacy, Confidentiality, Copyright legislation

- ****Privacy Amendment (Enhancing Privacy Protection) Act 2012(CWth) (Replaces the Privacy Act 1988 (CWth)) and the Privacy Regulations 2013(CWth)*
- ****The Australian Privacy Principles 2012 (CWth)(Replaces the National Privacy Principles 2001(CWth)*
- *Freedom of Information Act 1982(CWth)*
- ****Information Privacy Act 2009 (Qld) (Replaces the Privacy and Personal Information Protection Act 1998)*
- *Information Privacy Regulations 2009(Qld)*
- ****Copyright Amendment Act 2006 (CWth)(Replaces Copyright Act 1968)*
- ****Right to Information Act 2009(Qld)*
- *Right to Information Regulations 2009(Qld)*
- ****Intellectual Property Laws Amendment (Raising the Bar) Act 2012(CWth)*

Anti- discrimination, Disability, Equal opportunity and Human Rights Legislation

- ****Disability Discrimination and other Human Rights Legislation Amendment Act 2009 (CWth)*
- ****Age Discrimination Act 2004 (CWth)*
- ****Disability Discrimination Act 1992 (CWth)*
- ****Australian Human Rights Commission Act 1986 (CWth)*
- ****Racial Discrimination Act 1975 (CWth)*
- ****Sex Discrimination Act 1984 (CWth)*
- ****Sex Discrimination Amendment (Pregnancy And Work) Act 2003 (CWth)*
- ****Workplace Gender Equality Act 2012 (CWth)*
- ****Queensland Antidiscrimination Act 1991 (Qld) (Replaces the Queensland Anti-Discrimination Act 1977)*

- *National Disability Insurance Scheme Act 2013 (CWth)*

***These Acts, Regulations or Codes of Practice are explained in detail in Appendix B, Schedule B.

APPENDIX A

Schedule of Fees and Charges

Australian Institute of Advanced Studies is a Registered Training Organisation and operates in accordance with applicable legislation and the Standards for NVR Registered Training Organisations. Australian Institute of Advanced Studies is entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly and endeavour to keep the cost of training down.

When and how do I pay?

Fees are payable when you receive notification of enrolment. Fees must be paid in full within five days of receiving this notification from Australian Institute of Advanced Studies. We may discontinue training if the fee is not paid as required. Payment methods include Visa, MasterCard, direct deposit or cheque. Payment details and authorisation form is attached to the enrolment form.

If for any reason Australian Institute of Advanced Studies is unable to fulfil its service agreement with a student, Australian Institute of Advanced Studies must refund the student's proportion of fees paid for services not delivered.

How do I get a refund?

To obtain a refund you are required to give written notice to cancel your enrolment and complete a Refund Request Form. Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

Are my fees protected in case I need a refund?

Yes - Australian Institute of Advanced Studies acknowledges that it has a responsibility to protect the fees paid by students. To meet this need, we only accept payment of no more than \$1000 from each student prior to the commencement of the course. Subsequent payments are based on the costs of your training and assessment which is yet to be delivered. If

Can I get a refund?

See specific refund policies for VET FEE HELP and NON VET FEE HELP(Page 8)

Yes - If you give notice to cancel your enrolment more than 10 days prior to the commencement of a program you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment less than 10 days prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Australian Institute of Advanced Studies is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

the cost of the course is less than \$1,000, the full amount will be requested before the program commences.

Do I pay GST in my tuition fees?

No - GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Fees

- The unit fees include: course, administration fees and materials.
- The fees for RPL are the same as for completion of the full unit.
- Current fees are listed on the Australian Institute of Advanced Studies (AIAS) website: www.aus-ias.edu.au
- Fees are correct at date of issue and are subject to change.

Miscellaneous Charges

Re-issuing a certificate, qualification or statement of attainment.....\$25.00
Replacement of text or learning materials..... at cost

APPENDIX B

Schedule A- Compliance with Governing Bodies & Audit Requirements

Schedule B- Compliance with State and Commonwealth Legislative Requirements

All training will be delivered at:

Australian Institute of Advanced Studies
"L" Block
1030 Cavendish Road
Mount Gravatt East, QLD, 4122

Phone: +61 7 3040 0696