



INTERNATIONAL STUDENT HANDBOOK



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1. Welcome to AVLC

Thank you for choosing AVLC to assist you in achieving your learning goals.

The decision to undertake study is an important one. Whether you are seeking to update or upgrade existing skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study we have developed this Student Handbook. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that you're learning experience meets and exceeds your expectations.

To help us maintain our high standards please take time to read this handbook. You will wish to refer to the details in this handbook during your training and it is available on the AVLC website – accessible using your student logon.

At your induction you will be provided with a 'Student Induction Record'. Complete and return the induction record to the Student Service office before your course commences.

On behalf of the AVLC team we wish you an enjoyable and rewarding study experience.

The Team at AVLC

CEO: Neil Chapple
Finance Manager: Sharon Chapple
Student Services: Velma Ketu
Sarah Chapple

Trainers:

Sandip Chand
Razaul Islam
Karen Kundicevic
Parveen Dahiya

2. Registered Training Organisation (RTO)

As a registered training organisation Australian Vocational Learning Centre (AVLC) is bound to comply with the VET Quality Framework (VQF), the National Code 2018, as set out by the Department of Education, and other requirements specified by the Australian Quality Skills Authority (ASQA).

A copy of the National Code 2018 is in the administration office and is also available for download from <https://www.legislation.gov.au/Details/F2017L00403>

Information on the VET Quality Framework can be found at <http://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework.html>

3. Course Information

AVLC is registered to offer a range of nationally accredited qualifications. We provide training and assessment in the areas of Accounting, Business and Management. The following courses are available to international students.

BSB50215 Diploma of Business (087257M)

The purpose of this qualification reflects the role of individuals with various job titles including executive officers, program consultants and program coordinators.

Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop to create further educational and employment opportunities.

BSB51915 Diploma of Leadership & Management (087908C)

This qualification reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting.

Typically, people in these roles will have considerable experience in their respective industries or vocational areas and combine an informed perspective of specific work requirements with their managerial approaches. The qualification requires a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work or the work of a team.

BSB60215 Advanced Diploma of Business (087522K)

The purpose of this qualification is for people with significant experience in senior administrative roles that are seeking to develop expertise across a wider range of business functions.

The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

BSB61015 Advanced Diploma of Leadership & Management (087909B)

This course is for those who have senior or managerial responsibilities. They desire the knowledge and skills to provide strategic leadership.

Competencies developed include manage organisational change, provide leadership across the organisation as well as develop and implement strategic plans for an organisation

FNS40615 Certificate IV in Accounting (087910J)

This program is for those students with some prior knowledge or experience within the financial services industry. Students will learn basic accounting skills and how to use computer-based accounting systems.

The program is particularly relevant for employees who perform office tax duties such as completing the Business Activity Statement (BAS).

FNS50215 Diploma of Accounting (087995K)

An understanding of accounting and taxation processes is one of the most valuable attributes in today's employment market. If you're seeking to expand your spectrum of business knowledge, AVLC's Diploma of Accounting can solidify and improve your understanding of sound financial practices. Studying the Diploma offers you a flexible pathway to gaining a nationally recognised entry-level accounting degree.

FNS60215 Advanced Diploma of Accounting (087994M)

This course is for people who want to work in accounting and are seeking professional identification. Core industry competencies, commercial law, Australian taxation law, basic accounting principles and BAS agent registration are included in the entry requirement that contribute to, but do not encompass, educational requirements for providing tax agent services.

10118NAT Diploma of Social Media Marketing (095297C)

The Diploma of Social Media Marketing is designed for those students who would like to work as digital managers and social media marketing managers. This qualification will take the student through the fundamentals of social media marketing to an expert level, learning how to create compelling marketing content, develop a social media marketing strategy, create and promote your personal brand and manage and implement email marketing.

4. AVLC's Location

The AVLC campus is located at:

- Level 2 & 7, 16–18 Wentworth Street Parramatta NSW 2150

Regular public transport services – buses and trains – are available at the Parramatta interchange a five-minute walk from AVLC.



5. Orientation to the Course

Student Services will organise your orientation to AVLC. On your first day at AVLC you will be welcomed, and we will answer your questions and give you information about:

- Your stay in Australia
- Accommodation, finances and further study
- Requirements to receive a qualification
- Certificates issued on successful completion of the course
- How your skills, knowledge and attitudes will be assessed
- Recognition of prior learning or recognition of current competency
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- How you can get extra help with your learning
- Course timetable
- Attendance and course progress requirements
- Course content
- Who your AVLC staff are and their roles
- Student portal access on AVLC web site
- Fees and payment plans
- Emergency evacuation procedures
- Information on first aid and local medical facilities
- Your obligations as a student at AVLC including requirements for achieving satisfactory course progress

6. Academic Calendar and Intakes

The academic year for AVLC is controlled by the course you are undertaking. Our academic year runs for 40 weeks' face-to-face delivery with 12 weeks leave. All our courses run from 52 weeks in length with student intakes are 4 times a year at the start of each term. Students are only allowed to take breaks during the public holidays and nominated AVLC holidays.

7. Course Timetables

The Director of Studies will schedule course timetables at the beginning of the year and midyear. Timetables are subject to change. Timetables will be posted approximately 2 weeks prior to the commencement of the next term. New students will receive their timetable at orientation.

8. Training Delivery

All qualifications are offered to International Students are conducted in a face to face classroom environment. The training will consist of a mix of face to face lectures, individual and group activities and discussions.

Students will be able to access their learning materials directly from AVLC's eLearning platform via a computer or tablet at any time from the commencement of a unit study period as defined on the course timetable and until that unit has been completed.

The eLearning platform will provide a range of additional materials for students such as extra handouts, copies of recorded lectures by various others who have previously taught the same unit and quizzes to challenge their knowledge during the learning.

Similarly, students will be able to access both their formative and summative assessment activities online, so they may refer to them outside of class time.

At no stage, will an international student be able to undertake their training online via the eLearning system, it has been developed to allow them to utilise this facilitate in the classroom and to access it in their own study time. This eLearning system has in place restrictions on what a classroom based international student can do within the system when outside of their timetable hours.

9. Conduct of Assessment

Assessment is conducted in accordance with the National Assessment Principles to ensure that your assessments are valid, reliable, flexible and fair. Assessment is competency based against the standards outlined within the units of competency in the Training Package.

It includes:

- Assessment to determine your training needs
- Assessment during training to judge how you are progressing (formative assessment)
- Assessment of performance at end of the units of training (summative assessment)
- Recognition of prior learning or recognition of current competency
- Assessments are conducted in a classroom and involve the collection of sufficient evidence to demonstrate you are competent.

This may include:

- Measurement of products you have made or services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding
- Observation of the attitudes you demonstrate.

Note:

1. Assessment activities are customised by the addition of tasks that are authentic to the workplace or the industry and unable you to complete these within a simulated workplace using support workplace relevant documentation and role play with work colleagues and or clients.
2. The learning requirements and assessment tasks are no more difficult than those required during the performance of the job.
3. Reasonable adjustment to assessment activities may be made when the requirements of the unit of competency are not affected e.g. oral questions and answers may replace written questions and answers. These adjustments are made in response to identified students' needs.

Assessment methods may involve you in:

- Written Assignments
- Practical activities
- Role Play
- Research Projects
- Workbook Activities
- Short Answer Tests of knowledge evidence

- Case Studies/Scenarios
- Presentations and Reports with Presentations

At enrolment, you will be given information on the course including the units of competency incorporated in the course and the assessment activities to be completed. You are encouraged to check the development of your skills and knowledge and indicate your readiness for assessment. The outcomes of assessment are C for Competent or NYC for Not Yet Competent. Those assessed as NYC (Not Yet Competent) can request a re-assessment.

During the course AVLC will maintain your individual assessment records, which you can review.

10. Appeals and Re-assessment

Students may appeal an 'NYC' assessment for a unit of competency or single assessment task if they believe it is incorrect and if they have met attendance requirements for the unit and submitted the necessary assessments.

Appeals against an Assessment Decision/Result

Appeals against an assessment may be made under the following criteria.

1. Unit requirements and assessment procedures were not published or clearly communicated to the student or were changed without notification at the beginning of or during the unit.
2. The student claims a mistake has been made in calculating the result for this unit. An appeal under this criterion does NOT usually mean that a complete re-mark of a student's paper will be required. It is a detailed check to ensure that no part of a student's performance has been overlooked by the Director of Studies, Student Services Officer or Trainer
3. The student can verify they had compassionate leave approved which substantially affected their performance in the unit. Therefore, the student believes that the result does not fairly reflect their competence.

When an overseas student is required to take extra time to complete a course of study they may receive an extension to their CoE. This applies to all overseas students who are required to repeat units of study in full.

Note that AVLC policy does not allow any more than one full repeat of a unit.

Appeal Process

An appeal against an assessment is a **FOUR STAGE** procedure.

STAGE 1 In-class Resubmission of some or all the Assessments for the Unit

If a student believes that the result awarded for a subject and displayed on their student progress report does not fairly reflect their actual competence the student may appeal against their assessment outcome. The appeal must be made within five working days of the assessment results being made available.

Appeal forms are available at student administration or can be downloaded from the AVLC website.

Steps

1. An 'Assessment Appeal and Re-Assessment Form' should be completed.
2. The completed form outlining the basis for their appeal should be taken to the Director of Studies to discuss the reasons for the result.
3. If an agreement with Director of Studies can be reached they may change student's result at which point the appeal is complete.
4. If no agreement can be reached the student will be referred to the class trainer with the form and a signed 'Intervention form' outlining what work must be achieved. Any unfinished work or resubmission of unsatisfactory work must now be completed within 10 working days.
5. If the trainer is satisfied with the work the assessment result will be amended and the appeal is complete.

6. If the trainer is not satisfied the original assessment will stand and the student may return to the Director of Studies and move the appeal to Stage 2.

STAGE 2 Formal Re-assessment with an Alternative Assessor

1. To sit for a formal re-assessment, the student must return with both their appeal form signed by the class trainer to see the Director of Studies.
2. The Director of Studies will now complete an intervention strategy and counsel the student on their performance.
3. The student will be notified of the date for re-assessment and advised that there is a fee of \$100.00 for this stage.
4. The student must now present themselves on that date with their signed appeal and intervention forms to the nominated assessor who will provide an alternative assessment and a due date which will be no more than 10 working days later.
5. If the re-assessment is marked as competent the student record will be adjusted at which point the appeal is complete.
6. If the student does not attend on the re-assessment date without providing 24 hours' notification to AVLC or submits work that is still not yet competent the assessor will note this on their forms and return them to the Director of Studies.
7. The student will now report to the Director of Studies to have the appeal moved to Stage 3.

STAGE 3 Re-sit of Unit

1. Within seven days of being notified that their result remains not yet competent the student must report to the Director of Studies
2. Depending on the circumstances, the student may be allowed to complete a re-sit of the entire unit and may have their COE adjusted if additional time is required.
3. The Director of Studies will assign the student to a trainer and nominate a date on which the re-sit will commence and a date by which all assessments must be submitted.
4. A \$250 fee applies to re-sits.
5. If the re-sit and submission of work is completed within the dates provided and the work assessed as competent the student record will be adjusted at which point the appeal is complete.
6. If the assessment remains as not yet competent the appeal form will be signed and returned to the Director of Studies and student will be subject to a review of their entire term progress.

STAGE 4 Review of Student Progress

This review will be undertaken by the Director of Studies and may result in the student

Being required to repeat the term if they are not competent (NYC) in three or more subjects

Being reported to DHA

if overall attendance or progress is unsatisfactory

Important notes about the Appeals Process

1. Appeals against results must be lodged with the Director of Studies no later than five working days after the results have been released.
2. All appeals must be based on one or more of the criteria listed in the AVLC policies and procedures.
3. The student then has 10 working days to complete a Stage 1 re-submission
4. A further 10 working days can complete the Stage 2 re-assessment
5. A specific time will be nominated to complete a re-sit
6. All appeals against assessment outcomes must be made on the prescribed form

7. Students will be unable to do re-assessments if they have failed three or more units within a three-month period. In this circumstance the student must repeat the term and pay for a full re-sit of all unit.

11. Intervention Strategies

If a student is **at risk** of not making satisfactory course progress, the Student Service Officer will establish a support program, which may include one or more of the following:

- Attending tutorials;
- Attending counselling
- Receiving assistance with personal issues which are influencing progress
- Receiving mentoring
- Being placed in a suitable alternative subject within a course or a suitable alternative course
- A combination of the above and a reduction in course load.
- A record of the intervention measures implemented will be kept in the student's file and a copy will be supplied to the student.

12. Student Attendance

AVLC has developed this policy to meet the requirements of the National Code 2018 Standard 8, which requires that registered providers monitor student's compliance with visa conditions relating to both course progress and attendance and are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.

Students at risk of not meeting satisfactory course attendance must be identified and counselled as per the documented procedure.

The procedures for Student Attendance are specify below:

1. Requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend 80% of the scheduled course contact hours
2. The way attendance and absences are recorded and calculated
3. The process for assessing satisfactory attendance
4. The process for determining the **POINT** at which the student has failed to meet satisfactory attendance and
5. The procedures for notifying that the student has failed to meet satisfactory attendance requirements.

Students who have been absent for five consecutive days and above without approval will be contacted and issued with an Attendance Warning Letter. This attendance warning letter will outline the requirements of Visa condition 8202 which states that satisfactory attendance must be maintained. The letter will also encourage students to discuss any issues with a Student Services Officer or the Director of Studies. All communication between the student and AVLC will be recorded on the Student file both electronically and in hard copy.

Students will be informed of this policy and its consequences through the following means:

1. Inclusion of information about the policy in enrolment application form and student contract as a part of the pre-enrolment process
2. Induction during the Orientation program.
3. Thorough training of all teachers in this policy, so it can be reinforced in classes.
4. Inclusion of the policy and procedures in the Student Handbook and Policy & Procedures Manual.

Attendance Monitoring Procedure

1. Student attendance is:
 - Checked and recorded daily
 - Assessed weekly by the Director of Studies
 - Aggregate calculations are over each 10-week term
 - Any period of deferral from class will not be included in student attendance calculations
 - Any other absence from class will be counted in student attendance calculations
 - Calculating the minimum number of hours, the student would have to attend to keep their attendance at 80% e.g. number of study days' x contact hours' x 80%.
2. A medical certificate is required for claimants of medical reasons which cover's 20% non-attendance over the aggregate term.
3. For any absences longer than 5 consecutive days without approval, the student will be contacted via a Student Services Officer.
4. Students at risk of breaching AVLC's attendance requirements will be counselled and offered any necessary support.

Administration Procedure

1. Attendance records will be updated on a weekly basis against each students' record in RTO Manager.
2. Students whose projected attendance has fallen below 90 per cent will receive a First Attendance Warning Letter either hand delivered or sent by post informing them of the requirement to attend classes. The letter outlines Student Visa Condition 8202. The letter requests the student to contact either a Student Services Officer or the Director of Studies immediately to explain any extenuating circumstances and provide any supporting documents for absences.
3. Students whose projected attendance has fallen below 85 per cent will receive a Second Attendance Warning Letter either delivered by hand or sent by post informing them of the requirement to attend classes. The letter outlines Student Visa Condition 8202. The letter asks the student to contact either a Student Services Officer or the Director of Studies immediately to explain any extenuating circumstances and provide any supporting documents for absences. This letter will also outline the actions AVLC will take for breaching the attendance conditions of the student Visa if attendance drops below 80%.
4. If attendance further drops below 80 percent, the student will be issued a Final Attendance Warning Letter either delivered by hand or sent by post informing them of the requirement to attend classes. The letter outlines Student Visa Condition 8202. The letter asks the student to contact either a Student Services Officer or the Director of Studies immediately to explain any extenuating circumstances and provide any supporting documents for absences and to discuss an intervention strategy to assist in returning them to the required attendance levels.
5. If the student does not respond to the final attendance warning notice, the student will be issued with a notice of intention to report the student to DHA via PRISIMS. The notice of intention to report will inform the student they have 20 business days to appeal the decision to report by accessing either AVLC's international appeals process or AVLC's external appeals process.
6. AVLC will proceed with the intention to report only if the following conditions have been met after the 20 business days have passed:
 - a. The internal and external complaints processes have been completed and the decision or recommendation supports AVLC, or
 - b. The overseas student has chosen not to access the internal complaints and appeals process within the specified 20 business day period, or

- c. The student has chosen not to access the external complaints and appeals process, or
- d. The student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

13. Course Progress Monitoring

1 Background

This policy is designed to meet the requirements of Standard 8 of the National Code 2018 to ensure that Australian Vocational Learning Centre (AVLC) systematically monitor students' compliance with student visa conditions relating to students' course progress, is proactive in notifying and counseling students who are at risk of failing to meet their course progress requirements and reports students, under section 19 of the ESOS Act 2, who have breached the attendance and course progress requirements.

2. Monitoring Course Progress

Students are expected to maintain satisfactory course progress and complete their course within the expected duration. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

AVLC's academic year is split into two semesters with two terms each semester thus AVLC considers a study period to be ten weeks in length (one term).

AVLC will hold student orientation sessions at the start of each study period to outline course requirements for that study period. Students will also be informed of satisfactory course progress requirements in class at the beginning of each study period.

In implementing this policy AVLC will systematically monitor course progress by the recording and monitoring assessment the results of all students throughout the semester by Trainers. Assessments allow trainers to evaluate a students' competency for a unit of competency. If a student does not complete the required assessment they may be assessed as 'not yet competent' for a unit of competency and be 'at risk' of not making satisfactory course progress.

Students will be assessed against course progress requirements at the end of each study period via student services. If a student is identified for the first time as not making satisfactory course progress, they will be determined as 'at risk'

Where it becomes apparent that a student is 'at risk' of not making satisfactory course progress this will be reported to the Director of Studies who may recommend that an intervention strategy be introduced. Any student identified 'at risk' will be reported at staff meetings so an appropriate action plan can be discussed and support by staff.

Trainers will be encouraged to identify 'at risk' students and implement the intervention strategy as early as practicable. If a student is identified 'at risk' via Student Services, then an intervention strategy will be activated within the first four weeks of the following study period.

3. Intervention Strategies

The Director of Studies and Student Services will contact each student who is deemed to be "at risk" of not making satisfactory course progress in writing and arrange an appointment for an academic counseling session to be held within two weeks of that determination. During the academic counseling session, the Director of Studies or Student Services and the student will determine what additional support will be provided to the student. This may include;

- Advising the student on the suitability of the course in which they are enrolled,
- Assessing the individual learning contract to address any specific needs,

- Provision of additional classes or lessons,
- Allowing the student to redo an assessment task,
- Re-assessment of the task by another qualified assessor,
- Negotiating extended deadlines for assessment tasks,
- Arranging alternative assessment tasks and projects according to the needs of the student, and/or
- Arranging appropriate support services or counseling to assist a student

Advising the student that unsatisfactory course progress in two consecutive study periods for a course could lead to;

- An international student being reported to DHA and cancellation of his or her visa (depending on the outcome of any appeals process)

These or other appropriate intervention strategies are pro-actively applied and an action plan negotiated with the student to ensure deadlines and criteria for satisfactory completion are understood and agreed. Course progress will be monitored and reviewed through either special mechanism identified in the action plan or through the standard processes as outlined above.

A record of the academic counseling session and any additional support to be provided will be documented and placed on the student's file. Outcomes of the academic counseling session will be reported at staff meetings.

4. Continuing Failure to meet Course Progress Requirements

If after an intervention strategy has been put in place, a student fails to meet the course progress requirements in a second consecutive term of study, the Director of Studies will advise, in writing that AVLC:

- Intends to report the international student to (DHA) for unsatisfactory progress

This written notice will inform the student that they have a right to appeal the decision within 20 business days using the AVLC's Complaints and Appeals Policy and Procedure. During the period for lodging an appeal and, if the student lodges an appeal, during the period the appeal is being considered, the student has a right to continue their studies in the course.

AVLC will proceed with the intention to report only if the following conditions have been met after the 20 business days have passed:

- The internal and external complaints processes have been completed and the decision or recommendation supports AVLC, or
- The overseas student has chosen not to access the internal complaints and appeals process within the specified 20 business day period, or
- The student has chosen not to access the external complaints and appeals process, or
- The student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

14. Address and Contact Details

Students must provide their residential address to the educational provider. Failure to do so may result in a cancellation of your Student Visa by the DHA.

The Change of Contact Details Form is available from Student Services and it is important to notify Student Services in person within seven days if you change your address, phone or email contact details.

15. Learner Support

The learning support strategies used by trainers at AVLC include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.
- Where necessary inviting students to record training session on an audio-tape.
- Providing written learning material and illustrations to reinforce the learning.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

The Director of Studies and the Student Services Officer are available to discuss and support you with any concerns you may have during your studies with us. Feel free to talk to them about your adjustment to student life and study in Australia and any other problems that may affect your studies. They will advise or refer you appropriately.

16. Evaluation

As part of our continuous improvement procedures you will be asked to complete a Course Evaluation. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

17. Facilities and Equipment

AVLC is maintained with lecture rooms. Facilities and equipment is set-up, checked and maintained regularly to ensure effective and efficient operation. Students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities include:

- Fully resourced lecture rooms
- Suitable training equipment set up safely and securely
- Adequate acoustics, ventilation and lighting
- Amenities for meal breaks
- Toilet facilities
- Accessible references and resources
- Computers with access to the Internet

In the event of a planned relocation of AVLC we will notify both ASQA and our students at least three weeks prior to the relocation-taking place. This notification will provide details of our new address, a map of how to get there and other details relevant to the relocation and student studies during this transition period.

18. Morning/Afternoon Tea and Lunch Facilities

Lunch and morning tea facilities are available for use during breaks. Please keep this area clean and tidy.

19. Fees and Refund Policy

Fees

A \$250 enrolment fee is payable for all courses before commencement. This fee is non-refundable.

Students at AVLC make all fee payments in advance e.g. tuition fees.

After commencement, students will receive written notice four weeks before their next fees are due. Fees and the due dates are also explained in their Letter of Offer.

If the tuition fee is not paid on time, then late payment fees apply as follows:

- 5 days overdue \$200
- 10 days overdue \$400

Should fees remain overdue for more than 14 days AVLC will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.

While student fees are outstanding students will not be permitted to attend their scheduled class until the outstanding fees have been paid in full.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

Schedule of Non-Tuition Fees

Application Fee (also known as Enrolment Fee)	\$250
Change of COE details \$20.00 each	\$20
Interim academic transcript	No Charge
Interim attendance letter	No Charge
Overdue tuition fee – 10 working days	\$400
Overdue tuition fee – 5 working days	\$200
Re-Assessment of unit	\$100
Re-enrolment fee	\$250
Refund processing fee	No Charge
Re-issue of final documents	No Charge
Re-issue of Learning and Assessment Materials	No Charge
Re-issue of Photo ID Card	\$25
Release Letter	No Charge
Re-sit single whole subject	\$250
Re-Submission of unit (within 10 days of unit completion)	No Charge
RPL fee per unit	\$125
Student Letter by request	No Charge
Replacement Certificate	\$20

Tuition Protection

Course fees for international students studying on an Australian student visa are protected by the Tuition Protection Service under the Education Services for Overseas Students (ESOS) Act 2000. Detailed information about the way tuition protection is managed within AVLC is outlined below in the Refund Policy. Further details about the Australian Government's Tuition Protection Service can be found at: www.tps.gov.au.

In accordance with the legislated requirements of the ESOS Act, AVLC is unable to accept tuition fees for more than one semester in advance.

As part of the requirements of the Tuition Protection Service, AVLC maintains an account exclusively for tuition fees received from international students studying on a student visa. AVLC pays any tuition fees received from student visa holders into this account within 5 working days of receiving these fees. AVLC ensures that there is a sufficient balance in the account always to repay tuition fees to all non-commenced

students that have applied to study on a student visa. The money held in this account is unable to be used to cover any other debts.

Refund Policy

In the unlikely event of default by AVLC, the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 cover such situations.

In the circumstances of provider default where the refund option is chosen by the student, AVLC must refund the student all course fees.

Provider Default Occurs

Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Notifying the Secretary, the TPS Director and Students

- Under section 46B of the ESOS Act, you must notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. Under section 46B you must also notify students in relation to whom you have defaulted.
- The notices must be in writing and meet the requirements of section 46B.

Provider Obligation Period

- Under section 46D of the ESOS Act, you have 14 days after the day of the default (the provider obligation period) to satisfy your tuition protection obligations to the student as set out in the section.
- If you fail to discharge your obligations to the student under section 46D, it is an offence under section 46E of the ESOS Act and serious penalties apply.

Notification of the Outcome- Discharge of Obligations

- Under section 46F of the ESOS Act, you have 7 days after the end of your obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of your obligations. This notice must comply with the requirements of section 46F.
- If you do not meet your obligations affected students may be assisted by the TPS Director.

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at AVLC’s expense, then AVLC is relieved of its liability to make the payment. The student must advise AVLC in writing whether they agree to the alternative arrangement.

Tuition fees **will be refunded** only under the circumstances shown in the table below:

Enrolment Fee	Non-refundable
Tuition Fees	
Visa refused prior to course commencement	Full refund
Withdrawal at least 10 weeks prior to agreed start date	90% refund
Withdrawal at least five weeks prior to agreed start date	70% refund

Withdrawal less than four weeks prior to agreed start date	No refund
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Visa extension is refused	Return of unused tuition fees
Withdrawal from study - current students	Notification of Withdrawal Form must be received by AVLC four weeks prior to term commencement for the refund of unused tuition fees for the following term/s

Tuition fees **will be not refunded** under the following circumstances:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- The student withdraws from the course at the location (either before or after the agreed starting day); or
- The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - The student failed to pay an amount payable to the provider for the course;
 - The student breached a condition of his/her student visa;
 - misbehaviour by the student

Requests for refunds should be made in writing to the Finance Manager with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 14 days of receipt of the claim. The \$250 enrolment fee is not refundable.

Refunds will only be given to the person who paid the tuition fees. For example, if an agent or parents paid the tuition fee, the money will only be refunded to either the agent or parents.

All refunds will include a statement explaining how the refund amount was calculated.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

20. Withdrawal from Commenced Courses

In the event the students intend to transfer their study to another provider or terminate their study. One-month notice in writing is required before the commencement date of the next term. If less than one-month notice is given, the student or agents have the obligation to pay the following term's fees according to the instalment indicated on the offer letter.

You need to fill in the course withdrawal form to notify AVLC of the cessation of your studies. This form is available from student services.

21. Student Card

To obtain a student card, you will need to have your photo taken by the administration section. You will then be issued with a student card immediately. The student card can be used as a concession card at museums, theatres, cinemas etc. They are not valid on public transport in Sydney, as international students must pay adult fares.

22. Media Release

AVLC may take your photo and it may appear in electronic media (may include but not limited to: webpage, Facebook, newsletters, student cards) for the promotion of AVLC. When such an occurrence happens AVLC will first gain your permission to use your image in such a promotion.

23. Student Support Services

AVLC supports students to adjust to study in Australia, to achieve their learning goals and to achieve satisfactory progress towards their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

AVLC assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

Student support services available to students in the transition to life and study in a new environment

- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa condition relating to course progress and/or attendance as appropriate

AVLC provides the opportunity for students to participate in services, or provides services designed to assist students in meeting course requirements and maintaining their attendance.

AVLC provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress, attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If AVLC refers a student to external support services, AVLC will not charge for a referral.

AVLC has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident, records of the incident and action taken.

AVLC will designate a member of staff or members of staff to be the official point of contact for students.

AVLC has sufficient staff personnel to meet the needs of the students enrolled.

AVLC ensures that the staff members who interact directly with students are aware of the obligations of AVLC under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in staff meetings and through inclusion of the policies in this policies and procedures manual.

List of External Counselling Services and Assistance

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	1300 222 222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9339 6000
Anxiety	www.beyondblue.org.au	1300 224 636
Asthma	www.asthmansw.org.au	1800 278 462
Consumer Credit and Debt	relief.beyonddebt.com.au	1300 914 031
Australian Sikh Association	www.asaltd.org.au	0433 580 539
Christian Church Parramatta	www.pcc.org.au	9630 3892
Crime Stoppers (report crime anonymously)	www.crimestoppers.com.au	1800 333 000
Crisis Counselling (Wesley Mission)	www.wesleymission.org.au	9951 5522 13 11 14

Depression (National Initiative)	www.beyondblue.org.au	1300 22 4636
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence	www.domesticviolence.nsw.gov.au	8745 6999 or 1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au	8004 1214
Drugs and mental health	www.thewaysidechapel.com	9581 9100
Families and friends with mental illness	www.arafmi.org/	1800 655 198
Eating disorders	www.nedc.com.au	1800 334 673
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	1300 374 537
Family planning information	www.fpnsw.org.au	1300 658 886
Gambling Counselling (Wesley)	www.gamblinghelp.nsw.gov.au	1800 858 858
G-Line (gambling)	www.iolgr.nsw.gov.au	1800 633 635
Gay and lesbian counselling line	www.liferesolutionblacktown.com.au	1300 485 194
Grief Support	www.nalag.org.au	9489 6644
Hepatitis C	www.smarthealth.me	1800 900 430
Hindu Temples	www.hindunet.com.au/australian_temples.html	9687 1695
HIV/AIDS	www.acon.org.au	1800 063 060
Australian Multi Lingual Services	www.alms.com.au	1300 308 983
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Medical Centres - Parramatta		
Parramatta Medical Centre	parramedicalcentre.com.au	9762 1041
Argyle Medical Centre Westfield Parramatta	www.ipn.com.au	9893 8733
PBB Health Centre	www.pbbhealthcentre.com.au	9890 7755
Mental health advice	www.mentalhealth.asn.au/	9339 6000
Muslims Mosques	www.ldca.org.au	9738 7700
Poison Information Centre	Health.act.gov.au	131 126
Police Assistance Line (non-emergency)	www.police.nsw.gov.au	131 444
Police Parramatta	www.police.nsw.gov.au	9633 0799
Pregnancy counselling	www.pregnancysupport.com.au/	1300 792 798
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	1300 736 966
Schizophrenia	www.sfnsw.org.au/	1800 985 944
Smoking – Quit line	www.icanquit.com	13 78 48
Suicide Prevention	www.lifeline.gov.au	13 11 14
Victims of crime support	www.victimsservices.justice.nsw.gov.au	1800 633 063
Westmead Hospital	www.westmeademergency.org/index.html	9845 5555
Women’s refuge referral service	www.dvnsw.org.au	1800 65 64 63

24. Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is a visa requirement and is required to be in place prior to the issuing of your student visa. If your family accompanies you, you must provide cover that includes your

whole family, which is your spouse and any dependent children of the student up to 18 years of age who have been authorised to enter and remain with the student and who are residing at the same place of residence as the student in Australia.

AVLC has partnered with BUPA a leading provider of health cover services to Overseas Students.

Bupa offers fast, friendly and helpful advice on your healthcare needs, so you can focus on your studies

For additional information on BUPA OHSC go to <http://ohsc.bupa.com.au>

25. Training Delivery

Trainer qualifications

AVLC trainers all hold the qualifications required by the relevant National Training Package and Standards for RTO's 2015. These include:

- Qualifications in Business, Management and Accounting
- Qualifications in Training and Assessment (current)
- Over three years' experience in the relevant related industry sector
- Current ongoing industry and vocational professional development

Learner Support

The learning support strategies used by trainers at AVLC include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.
- Where necessary inviting students to record training session on an audio-tape.
- Providing written learning material and illustrations to reinforce the learning.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to AVLC is carried out in an ethical manner in accordance with Access and Equity principles

Your trainers:

- Recognise the cultural diversity of all students
- Ensure equal treatment of all students
- Encourage full participation and assist all students to achieve the course outcomes

Provide equal access to resources

- Refer students with specific learning problems to appropriate agencies

26. Recognition of Prior Learning (RPL)

If you believe you already have the skills and knowledge required to demonstrate competency you can request RPL/RCC. It does not matter whether you acquired your skills and knowledge through informal learning, work experience and/or life experiences.

To request RPL/RCC you will need to:

- Read your course information and talk to the Director of Studies if there is anything you need explained.
- Collect and complete the Request for Recognition of Prior Learning form from the office.

- Check your skills and knowledge for each unit of competency.
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work).
- List the types of evidence you have for each unit of competency.
- Present your evidence and the list of evidence to the Director of Studies for assessment.

The assessor may ask you to undergo a challenge test. You will be provided with a written report on the outcomes of assessment of your application for RPL, which you will be required to counter sign. This report will be filed in your personal file.

Where RPL is granted by AVLC before the issue of a student visa, the net course duration (as reduced by RPL) will be indicated on the CoE issued for that student.

Where RPL is granted by AVLC, the resulting change of course duration will be notified via PRISMS.

However, if a student is granted RPL there will be no reduction in the total course fee.

27. National Recognition

AVLC recognises relevant AQF qualifications and/or Statements of Attainment issued by any other RTO. We reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the transcript.

28. Issuance of Qualifications

On successful completion of all units of competency you will be issued with a full AQF qualification and transcript of competencies achieved within 30 calendar days of completion providing that all agreed fees owed to AVLC have been paid.

If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency within 30 calendar days of completion providing that all agreed fees owed to AVLC have been paid.

29. Unique Student Identifier

The Unique Student Identifier (USI) is a Commonwealth reference number that gives students access to their own USI account. Each individual account will be linked to the National Vocational Education and Training (VET) Data Collection. This will allow students to see all their individual training results from all providers including all completed training units and qualifications in one space.

The USI allows for students to find, collate and authenticate their VET achievements into a single transcript. It will also ensure that students' VET records are not lost.

AVLC has provided on our application form the privacy notice if you wish use to create your USI on your behalf. If not, we will require you to provide us with your USI number for your records. If you have any questions in relation to the USI number contact Student Services or go to www.usi.gov.au

30. Records Maintenance

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance, details of payments received, information on International student health cover, level of English language proficiency and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

Your records are confidential and available to you on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

Information provided by the students to AVLC may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

AVLC is required under section 19 of the ESOS Act to inform DHA about certain changes to a student's enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

We keep a record of your results for a period of 30 years.

Student information is not disclosed to anyone outside of AVLC without the student's consent. Student records are confidential and available only to the student upon request. Students must see Student Services to be able to view their records and will be required to provide their Student ID and another form of identification before being given access to said records.

31. Legislative and Regulatory Requirements

AVLC is bound by and operates within the following legislative and regulatory requirements:

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students (Registration Charges) Amendment Act 2011
- Education Services for Overseas Students Amendment (Registration Charges Consequential) Act 2011
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
- Education Services for Overseas Students Regulations (2001)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018)
- VET Quality Framework (VQF):
 - Standards for Registered Training Organisations 2015
 - Fit and Proper Person Requirements
 - Financial Viability Risk Assessment Requirements
 - Data Provision Requirements
 - Australian Qualifications Framework
- Simplified Student Visa Framework (SSVF)
- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Student Identifiers Regulations 2014
- Human rights and Equal Opportunity Commission (HREOC) Act 1996
- Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)
- Commonwealth Racial Discrimination Act (1975)
- Commonwealth Industrial Relations Act (1998)
- Commonwealth Sex Discrimination Act (1984)
- Commonwealth Industrial Relations Reform Act (1993)
- Commonwealth Racial Hatred Act (1995)
- Commonwealth Disability Discrimination Act (1993)
- NSW Anti-Discrimination Act 1977
- Copyright Act 1968
- Equal Opportunity Act
- NSW Work Health and Safety Act (2011)
- NSW Work Health and Safety Regulation 2011
- NSW Workers Compensation Act
- NSW Anti-Discrimination Act 1977
- Commonwealth Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012

Copies of these are in the main office and can be accessed at any time. Also available at web site www.austlii.edu.au and www.legislation.nsw.gov.au additional information on the VET Quality Framework is available at www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework.html

32. Work Health and Safety

AVLC guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study. AVLC enthusiastically complies with the Work Health and Safety Act 2011 as administered by Work Cover Authority of NSW (www.workcover.nsw.gov.au)

Your trainer will talk to you about emergency evacuation procedures during the first lesson. In an emergency, you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students in front of the building for a roll call check.

No Smoking is allowed in any area of AVLC. If you wish to smoke, you must leave the premises.

A First Aid Kit is in the staff area of AVLC.

You are responsible for:

- Always conducting yourself in a safe and healthy manner.
- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- Avoid from smoking.
- Avoid from drinking and/or eating in the classrooms.

33. Anti-Discrimination

AVLC is committed to providing a fair and equitable learning environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:

- Ensuring non-discriminatory or harassing behaviour always to other students, staff or visitors to AVLC.
- Reporting any discriminatory behaviour or harassment to your trainer.

34. Equal Employment Opportunity

Staff recruitment at AVLC is conducted equitably in accordance with the principles of EEO.

AVLC is committed to its staff remaining up-to-date with current trends in Business sectors and in training and assessment. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

35. National Vocation Education and Training Regulator Act 2011

National Vocational Education and Training Regulator Act 2011 is the Act that established the Australian Skills Quality Authority. The Act also provides for Standards for VET Accredited Courses, which are in addition to the VET Quality Framework. In NSW, the enabling legislation is Vocational Education and Training (Commonwealth Powers) Act 2010. AVLC complies with these Acts, which provide a national jurisdiction a wide range of powers.

In summary, the objects of the Australian Skills Quality Authority are to:

- Accredit vocational courses

- Register education or training providers to conduct vocational courses
- Approve education and training providers to provide courses to overseas participants
- Establish guidelines for the accreditation of vocational courses and for the registration and approval of education or training providers
- Advise the minister for education and training on matters concerning the accreditation of vocational courses and the registration and approval of education or training providers
- Liaise with licensing authorities and other bodies (both in NSW and elsewhere) in connection with the accreditation of vocational courses and the registration and approval of education or training providers
- Investigate, and to report on, matters concerning the accreditation of vocational courses and the registration or approval of education or training providers

36. Access and Equity

AVLC provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course.

The learning support strategies used by trainers at AVLC include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.
- Where necessary inviting students to record training session on an audiotape.
- Providing written learning material and illustrations to reinforce the learning.
- Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.
- Recruitment to AVLC is carried out in an ethical manner in accordance with Access and Equity principles

Your trainers will:

- Recognise the cultural diversity of all students
- Ensure equal treatment of all students
- Encourage full participation and assisting all students to achieve course outcomes
- Provide equal access to resources
- Refer students with specific learning problems to appropriate agencies
- Should you have any access and equity issues you may approach your trainer in the first instance. If you do not wish to do so you should contact the Director of Studies.

37. Complaints and Appeals

AVLC provides a process for complaints and appeals to be heard and actioned. All complaints and appeals received by AVLC will be viewed as an opportunity for improvement.

Despite all efforts by AVLC to provide satisfactory services to its students, complaints may occasionally arise that require formal action and resolution. The following procedure provides students with the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that

are designed to satisfy all parties involved. This complaint and appeals process will be at no cost to the student.

Complaints and appeals come in two different types – Academic and Non-Academic as defined below.

- **Academic Complaint and Appeals:** Refers to a complaint and/or appeal about an academic matter, which may include, and it is not limited to complaints regarding course progress and or attendance, assessment outcomes or training delivery.
- **Non-Academic Complaint and Appeals:** Refers to a complaint and/or appeal about a non-academic matter, which may include but is not limited too operational, racial or sexual discrimination, unfair treatment, physical or verbal abuse, refusal of admission, non-payment of fees, and incorrect advice given prior to enrolment.

Compliant Procedure – Informal Process

Where it is possible all non-formal attempts shall be made in the first instance to resolve complaints. This may include advice, discussions, and general mediation in relation to the issue. Any member of AVLC staff can be involved in this informal process to assist in resolving issues but once a student has placed a formal complaint / appeal the following procedures outlined below must be followed.

General Complaints

Any student, potential student, or third party may submit a formal complaint to AVLC with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to an external third party who may charge for their services in relation to the complaint resolution.

A student wishing to submit a formal complaint and or appeal can do so by completing the 'Complaints and Appeals Form' and outline their case providing as many details as possible and supporting evidence if available. The 'Complaints and Appeals form' is available from reception at AVLC and online at www.avlc.edu.au.

All formally submitted complaints or appeals are submitted to the Director of Studies. It is their responsibility to deal with the complaint in the first instance. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint
- Supporting evidence (if applicable);

Once a formal complaint is received it is to be entered the 'Complaints and Appeals Register' which is monitored by the CEO.

The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant;
- Description of complaint / appeal
- Determined Resolution; and
- Date of Resolution.

A student may be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process always. Students can present their case in person

Once a complaint has been filed and logged in the 'Complaints and Appeals Register' the Director of Studies shall notify the CEO of the complaint and provide any further documentation related to the matter.

The Director of Studies will then refer the matter to the appropriate staff to resolve or decide on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the Director of Studies will inform all parties involved of any decisions or outcomes that are concluded in writing within 20 working days. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision AVLC must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

The CEO will ensure that AVLC will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, AVLC must immediately implement any decision and/or corrective and preventative action that is required and advise the student of the outcome.

Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the Director of Studies and on the students file.

AVLC will always follow the principles of fairness and natural justice when dealing with all complaints

Appealing a Decision

All students have the right to appeal decisions made by AVLC where reasonable grounds can be established. The areas in which a student may appeal a decision made AVLC may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by AVLC in the first instance.

To activate the appeals, process the student is required to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student services.

The Director of Studies shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate. The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

The CEO shall ensure that AVLC acts on any substantiated appeal.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General Appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify AVLC in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be submitted with the appeal.
- The appeal shall be lodged through Student Administration and a Student Services Officer shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.

- The Director of Studies shall be notified and shall seek details regarding the initial documentation of the complaint and shall decide based on the grounds of the appeal.
- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify AVLC if they wish to proceed with the external appeals process.

Assessment Appeals

For additional information on assessment please refer to the separate Assessment Appeal and Re-assessment policy and procedure.

External Appeals

If a student is still dissatisfied with the decision of AVLC, the student may wish to escalate the matter. AVLC will refer the student to the following external mediation service:

LEADR

Association of Dispute Resolvers

Level 1

13 – 15 Bridge Street

Sydney NSW 2000

Ph: 02 9251 3366

Email: leadr@leadr.info

Alternatively, students may wish to lodge an appeal or complaint with the relevant government body as outlined below.

International students who wish to lodge an external appeal or complaint against the outcome of the internal grievance process can contact either ASQA or the Overseas Students Ombudsman.

For contact details and information on the Overseas Students Ombudsman please see

<http://www.oso.gov.au/making-a-complaint/>

For details and information on lodging a complaint with ASQA please see

<http://www.asqa.gov.au/complaints/make-a-complaint---overseas-students/make-a-complaint---overseas-students-1.html>

Continuous Improvement

This policy is reviewed regularly through internal audits and external reviews. AVLC will amend this policy when an improvement is identified. Any changes will be distributed to every person who is applying for enrolment, students, staff and other clients of AVLC.

Staff Awareness and Training

All staff is trained in this policy and procedure at induction, on professional development days (held at least 2 times a year) and when changes to the policy and procedures are made.

38. Student Responsibilities/Code of Behaviour

While you remain a student at AVLC it is your responsibility to:

- To conduct yourself in a safe and healthy manner.
- To behave in a manner, prevents injury and disease to you, your trainer and fellow students.
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To comply with and assist in AVLC's emergency procedures.
- To cease from smoking anywhere in AVLC building
- To cease from drinking and/or eating in the classrooms.
- To attend class regularly and punctually.
- To comply with the Assessment Information outlined in the Student Handbook
- To discuss any complaints or grievances with your trainer or Director of Studies.
- To ensure no discriminatory, harassing or bullying behaviour always to other students, staff, work placement supervisors or visitors to AVLC.
- To report any discriminatory behaviour, harassment or bullying to your trainer, workplace supervisor or Director of Studies.
- To cease from unacceptable behaviour including the use of bad language, alcohol and drugs
- To cease from the use of devices, this may disrupt classes. E.g. mobile phones.

Students who choose not to comply with the Code of Behaviour will be given a verbal warning in the first instance, a written warning in the second instance and dismissal in the third and final instance.

39. Deferral, Cancellation and Exclusion

Students can defer or suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

Compassionate or compelling circumstances are generally those beyond the control of the student when they have an impact on the student's course progress or wellbeing. These could include:

- Serious medical condition or injury Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring their immediate travel
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident or
 - A crime committed against the student or
 - The student has been a witness to a crime and this has impacted on the student.
- Where AVLC has been unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa
- Where a student fails occasional units throughout the course, but has not done so poorly as to be picked up by the Course progress policy

Students may also have their enrolment deferred or suspended due to misbehaviour, which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by AVLC to defer, suspend or cancel their studies and AVLC will not notify DHA of a change to the enrolment status until the internal complains and appeals process is completed.

Deferring

Students who would like to defer their studies must first speak to staff in the student services. An application to defer form must be completed which will need to be approved by the Director of Studies. Prior to applying to defer their program students must ensure that they have paid all fees.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason. Students will be required to provide evidence of the compassionate or compelling circumstances.

Academic Misconduct

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

40. Student's Responsibilities

Examinations

- Students must not help or receive assistance from other students
- Students must not request the loan of or lend materials or devices to other students
- Students must not bring any materials into the examination room other than those specified for that examination
- Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- Unauthorised absence from class.
- Failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- Academic misconduct
- General misconduct (see below)
- Fees outstanding

Other Assessment Tasks

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

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

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

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

41. AVLC's Responsibilities

Procedural Fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have behaved so.
3. Past misconduct is not evidence that a student has behaved in the same manner again.

4. Each case is dealt with on its own merits and according to its own circumstances, with the proviso that in the first instance of misconduct will be assessed more kindly than subsequent instances of misconduct.

Penalties

1. Penalties imposed will consider the nature and the extent of the misconduct
2. Penalties imposed will consider the students' stage in the course
3. Penalties imposed will consider the conventions of the field of study
4. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from AVLC.
5. The following penalties may be imposed: a warning, receiving zero for an assessment event, failing the unit, exclusion from AVLC.

Notification and Appeal

1. Students must be notified in writing of penalties because of academic misconduct
2. The grounds for appeal are:

Procedural irregularities, and/or

Factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision

3. Appeals must be lodged in writing with student services within 20 days of the date of the student being notified of the consequence such as the case of exclusion for misbehaviour,

General Misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

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

AVLC will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour, which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student

- a. Contravenes any rules or acts;
- b. Prejudices the good name or reputation of AVLC;
- c. Prejudices the good order and governance of AVLC or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of AVLC;
- d. Fails to comply with conditions agreed in the contract;
- e. Wilfully disobeys or disregards any lawful order or direction;
- f. Refuses to identify him or herself when lawfully asked to do so by an officer of AVLC;
- g. Fails to comply with any penalty imposed for breach of discipline;
- h. Misbehaves in a class, meeting or other activity under the control or supervision of AVLC, or on AVLC' premises or other premises to which the student has access as a student of AVLC;
- i. Obstructs any member of staff in the performance of their duties;
- j. Acts dishonestly in relation to admission to AVLC;
- k. Knowingly makes any false or misleading representation about things that concern the student as a student of AVLC or breaches any of AVLC' rules;
- l. Alters any documents or records;

- m. Harasses or intimidates another student, a member of staff, a visitor to AVLC, or any other person while the student is engaged in study or other activity as an AVLC' student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n. Breaches any confidence of AVLC;
- o. Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from AVLC' premises while acting as a student of AVLC, in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
- p. Steals, destroys or damages a facility or property of AVLC or for which AVLC is responsible; or
- q. Is guilty of any improper conduct.

Penalties for General Misconduct

- 1. Penalties imposed will consider the nature and the extent of the misconduct
- 2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from AVLC.

If the student admits to the alleged misconduct, the Director of Studies may impose one or both of the following:

A charge for the cost of damage to facilities and equipment

Temporary exclusion from AVLC.

AVLC CEO may impose the penalty of permanent exclusion from AVLC in the case of physical or verbal abuse of students or staff of AVLC, repeated or severe misconduct, or in the case of criminal acts.

Notification and Appeal

- 1. Students must be notified in writing of penalties because of general misconduct
- 2. The grounds for appeal are:

Procedural irregularities

Factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision

Appeals must be lodged in writing with the manager of student services within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

42. Critical Incident Policy

AVLC recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature

- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault

Critical Incident Committee

AVLC has a Critical Incident Committee to assist the Director of Studies in the prevention and management of critical incidents at AVLC, or off campus in the case of an overseas student for whom AVLC has undertaken care responsibilities.

- The Director of Studies is the critical incident team leader.
- The Critical Incident Committee also includes:
 - The CEO,
 - Director of Studies,
 - Finance Manager

The responsibilities of the committee include:

- Risk assessment of hazards and situations which may require emergency action
- Analysis of requirements to address these hazards
- Establishment of liaison with all relevant emergency services eg. Police, Fire Brigade, Ambulance, Hospital, Poisons Information Centre, Community Health Services
- 24-hour access to contact details for all relevant staff members needed in the event of a critical incident.
- Development of a critical incident plan for each critical incident identified
- Dissemination of planned procedures
- Organisation of practice drills
- Regular review of the critical incident plan
- Assisting with implementation of the critical incident plan
- Arranging appropriate staff development
- Budget allocation for emergencies

Critical Incident Plans

All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.

- Immediate action (within 24 hours)
 - Identify the nature of the critical incident
 - Notification of the critical incident committee/team leader
 - Implement the appropriate management plan or action strategy
 - Assignment of duties and resources to AVLC staff
 - Seeking advice and help from any necessary emergency services/hospital/medical services
 - Dissemination of information to parents and family members
 - Completion of a critical incident report
 - Media response if required (see below)
 - Assess the need for support and counselling for those directly and indirectly involved
- Additional action (48–72 hours)
 - Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - Provide staff and students with information as appropriate

- Restore normal functioning and delivery
- Follow-up – monitoring, support, evaluation
- Identification of any other people who may be affected by critical incident and access of support services for affected community members
- Maintain contact with any injured/affected parties
- Provision of accurate information to staff and students where appropriate
- Evaluation of critical incident management
- Be aware of any possible longer-term disturbances e.g. inquests, legal proceedings

Resources

The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

Managing the Media

Manage access of the media to the scene, and to staff, students and relatives

The Director of Studies should normally handle all initial media calls

Determine what the official AVLC response will be

All facts should be checked before speaking to the media

If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time

Avoid implying blame or fault for any part of the incident as this can have significant legal implications

The Director of Studies may delegate media liaison to another member of staff.

Evaluation and Review of Management Plan

After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

43. Student Transfer Request

Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.

Students can apply for a letter of release to enable them to transfer to another education provider.

AVLC will only provide a letter of release to students in the first six months of their principal course in the following circumstances:

AVLC is unable to continue to provide the course

The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of AVLC

The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at AVLC and can demonstrate clearly how this will be alleviated through a transfer

It has been agreed by AVLC the student would be better placed in a course that is not available at AVLC

The current course of study is clearly not consistent with documented course requested for on their application.

AVLC will NOT provide a letter of release to students in the first six months of their principal course in the following circumstances:

- Student fees are in arrears;
- The proposed transfer will jeopardise the student's progression through a package of courses;
- The student has unsatisfactory academic progress;
- The student has unsatisfactory attendance;
- The student's progress is likely to be academically disadvantaged;
- AVLC is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

To apply for a letter of release, students must have a letter from the receiving provider that a valid offer of enrolment has been made.

All applications for transfer will be considered within 10 working days and the applicant notified of the decision.

Students whose request for transfer has been refused may appeal the decision in accordance with AVLC complaints and appeals policy.

44. Working in Australia

Student visas that are granted on or after 26 April 2008 receive permission to work with their visa grant.

This will apply to both the primary student and any family members travelling with them on their student visa. More information is available on the Department of Home Affairs website www.homeaffairs.gov.au.

Immigration laws allow students to work for a limited number of hours, currently 40 hours per fortnight during term time. Under no circumstances can students rely on income earned in Australia to pay for tuition fees. Students are not advised to work if it interferes with their study.

45. Information on VISA Conditions

Student visas have several conditions that are set by Australian law and must be followed. If you have a visa label in your passport, there will be a series of numbers corresponding to the conditions of your visa. If you have an electronic visa, the conditions will be listed on the email you receive from DHA. For a full list of mandatory and discretionary conditions, go to <http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

Below are some of the examples of Student visa conditions:

Visa Condition 8105

You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). Note: No work limits apply during recognized periods of vacation offered by your education provider. You cannot undertake work until you have commenced your course in Australia.

Visa Condition 8202

You must remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).

Note: a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) cricos.education.gov.au. You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa.

Visa Condition 8501

You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

Visa Condition 8516

You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you must continue to have sufficient financial capacity to support your study and stay in Australia.

Visa Condition 8517

You must maintain adequate schooling arrangements for your school-age dependants who joined you in Australia on a student dependant visa for more than 3 months.

Visa Condition 8533

You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You must notify your education provider of any change in your residential address within 7 days of the change. You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

46. ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Protection for Overseas Students

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

Your Rights

The ESOS framework protects your rights, including:

You're right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.

Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

Your right to get the education you paid for. The ESOS Framework includes consumer

Protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

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

- Orientation and access to support services to help you study and adjust to life in Australia

- Who the contact officer or officers is/are for overseas students
- If you can apply for course credit
- Information of facilities
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for monitoring satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course but has not completed six months of the course of study planned to be undertaken in Australia. If you want to transfer beforehand you need your provider's permission.

Your Responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your overseas student health cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your contact details, this must be confirmed every 6 months
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy

47. Accessing the Student Portal

AVLC maintains and provides all students access to the student portal via the AVLC web site

<http://www.avlc.edu.au>

This portal provides all students with information on current progress and course results, attendance levels, their current recorded details, timetable, payment information, course materials, AVLC documents including forms and provides a section for feedback and complaints from students.

The log into the student portal is available on the AVLC web site from the top of any page on the right-hand side as indicated by the red circle.



Figure 1 - AVLC Home Page

Click on “Student Portal” and this will take you to the main log in screen.

The main log in screen (as shown above) allows not only current AVLC students to login into RTO Manager but also staff and agents. From this screen you can click on ‘Course Information’ and this will provide you with a list of all AVLC course available, course duration, CRICOS Code and tuition fee.

The next tab for Download Document provides access to various publicly available AVLC documents including a copy of this student handbook.

The student application tab will take you to the section where potential students are able to complete an online application to become a student of AVLC or complete a previously commenced application.

The Agent registration tab provides an area for potential Education Agents to apply to represent AVLC.

The Agent list tab provides a list of all current Education Agents who represent AVLC and their current contact details.

To log into the student portal from the main log in screen this can be achieved through two different ways.

1. Click on the ‘Login’ located on the far right to the page (as highlighted in blue in Figure 2). This will open a separate log in window as shown in figure 3
2. Click on ‘Username’ on the far right of the web page (as highlighted in red on figure 2).

To log in via either method click on ‘Username’ and type in your AVLC student number then press TAB and in the ‘Password’ field type in your password. Your password is either the one provided when you commenced your studies at AVLC or the one you have selected to use.

Once you have done this click on the login button (highlighted below in purple). This will take you to the main page of the student portal.



Figure 2 RTO Manager Welcome Page

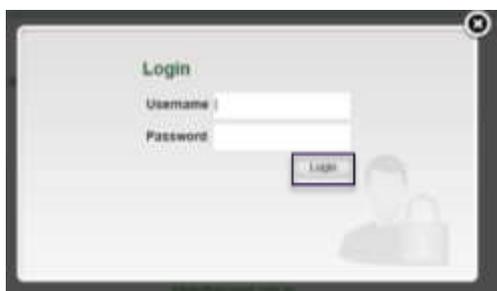


Figure 3 Pop Up Log in Window

Shown below in figure 4 is the main portal screen. From this screen you can:

Edit your profile and personal details

Change your password

View and download any available documents including this student handbook

- View and download course materials
- Check your attendance
- Check and confirm your timetable and view your academic progress and results
- Use and create a to do list
- Enrol into classes online
- Request your USI via AVLC
- View any warning letters
- Provide feedback and lodge complaints
- Check payment information including outstanding amounts owed.

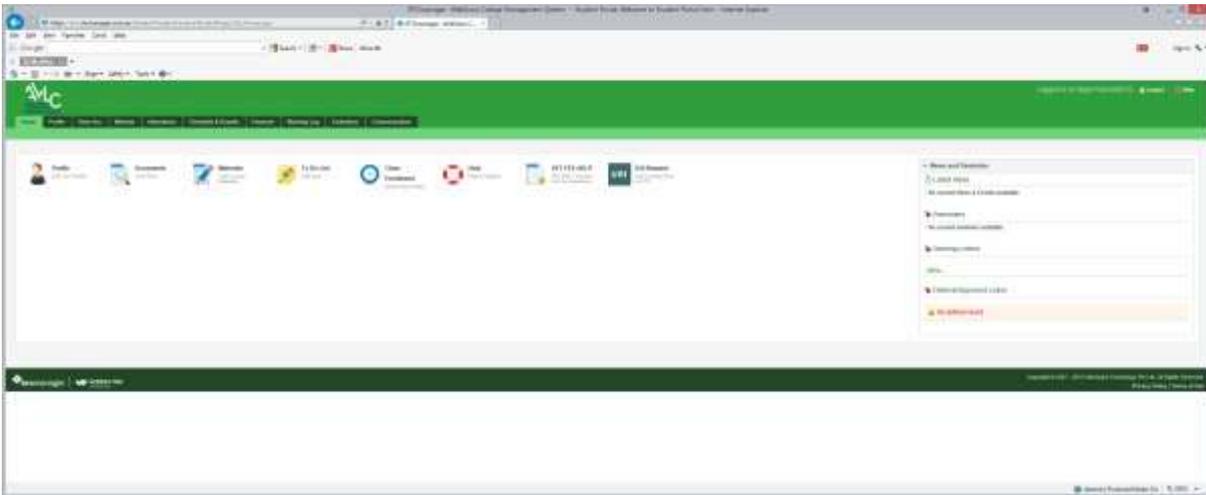


Figure 4 Main Student Portal Screen

To edit your profile, you can either click on the profile menu and select 'Edit Profile' or click on the 'Profile' button on the main screen.

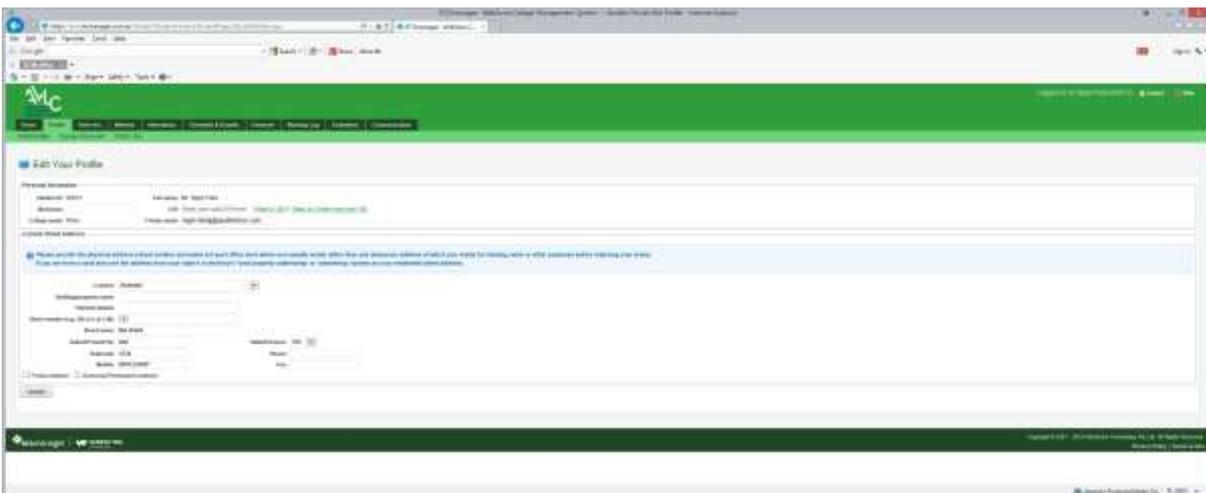


Figure 5 Edit Your Profile

Within this screen you can check and adjust your details including adding your USI number if you have it. By clicking on 'Postal Address' and 'Overseas/Permanent Address' you are able to add these details as well as updating your current address. Remember it is a visa requirement to ensure your contact details are always up to date.



Once you have completed updating your details click **Update**. Once the system has completed updating your details you will receive a confirmation message in green as shown below.



From the 'Edit Your Profile' screen or menu you can also select either 'Change Password' or 'OSHC Info'. The 'Change Password' screen will allow you to change your current password and will also require you to put in a security question and answer in case you forget your password. This will enable the password to be retrieved once you have answered the question correctly.



Figure 6 Change Password Page

The OSHC info page will display information on your current Overseas Health Care status.



Figure 7 OSHC Info Page

To return to the main screen at any time press the home tab.

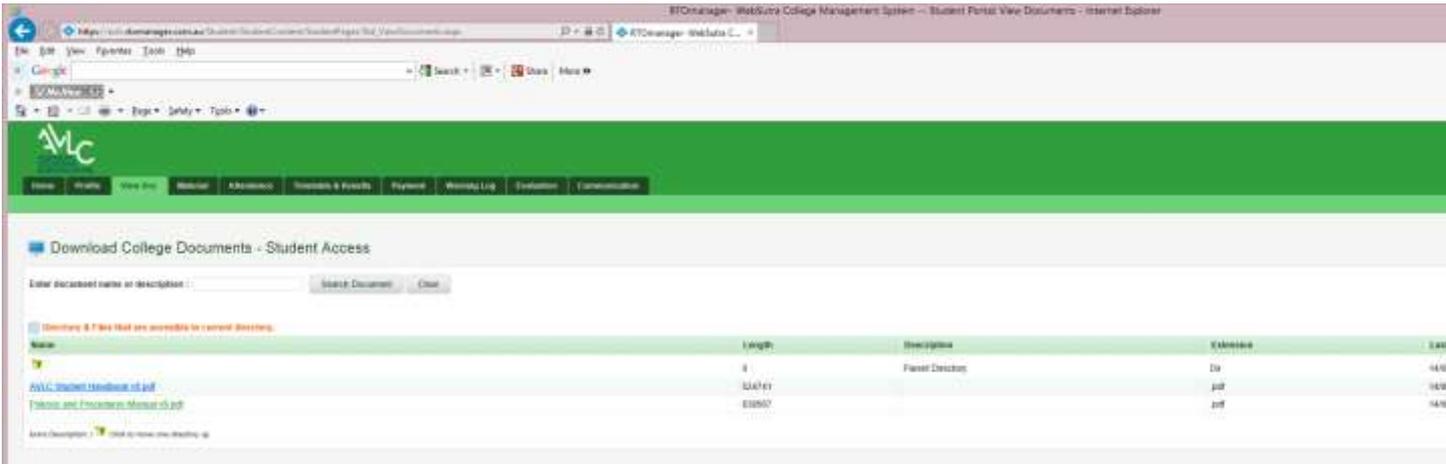
The 'View Doc' tab will take you to the area that allows you to download and view all AVLC documents like student handbook and general forms. You can only access documents that have set up by AVLC to be accessible for students.



Figure 8 View Doc Page

To download a document from this page the following procedure is to be followed:

Click on the directory listed. This will take you to the listing for this directory.



From the list select the document you want to view. Once click on the document the following screen will appear.



You can select to open the document or save it to your computer from viewing later.

The Material screen allows you to view and or download Course Materials uploaded by your Trainer or AVLC staff for the subject that you are studying. This is specifically related to only course materials for the subject you are currently enrolled in. To access course materials can do this by pressing the 'Materials' button on the main screen or selecting the 'Material' tab. To view or download documents from this section you must follow the same procedure as for that in the 'View Doc' section.

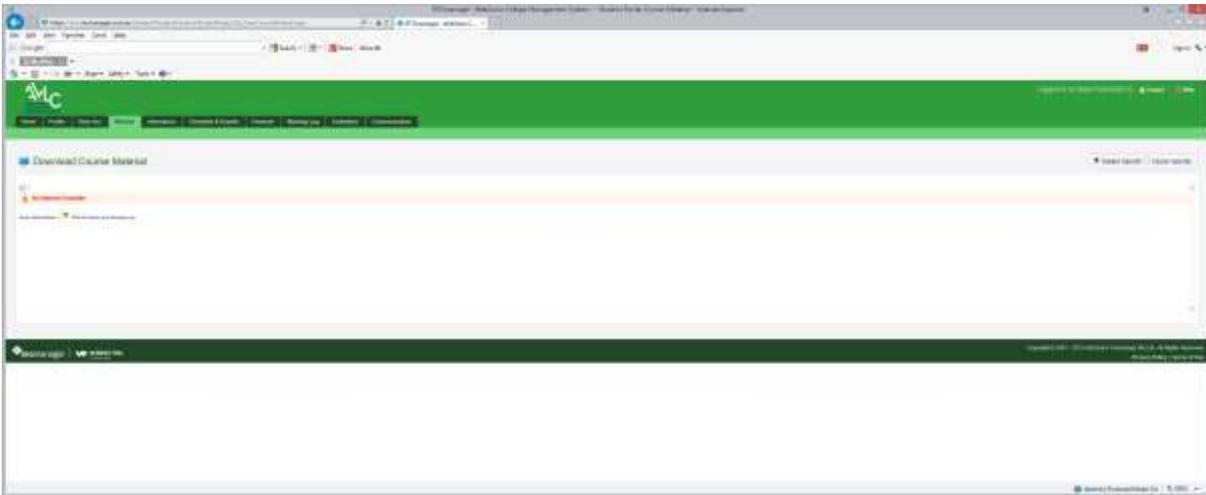


Figure 9 Download Course Material

From any screen you can click on the 'Attendance' tab. This will take you to the attendance screen. From this screen you can view records of your attendance for each qualification enrolled in and by semester and term. You can also view your weekly or total attendance by simply clicking  or  icons located on the right-hand side of the page.

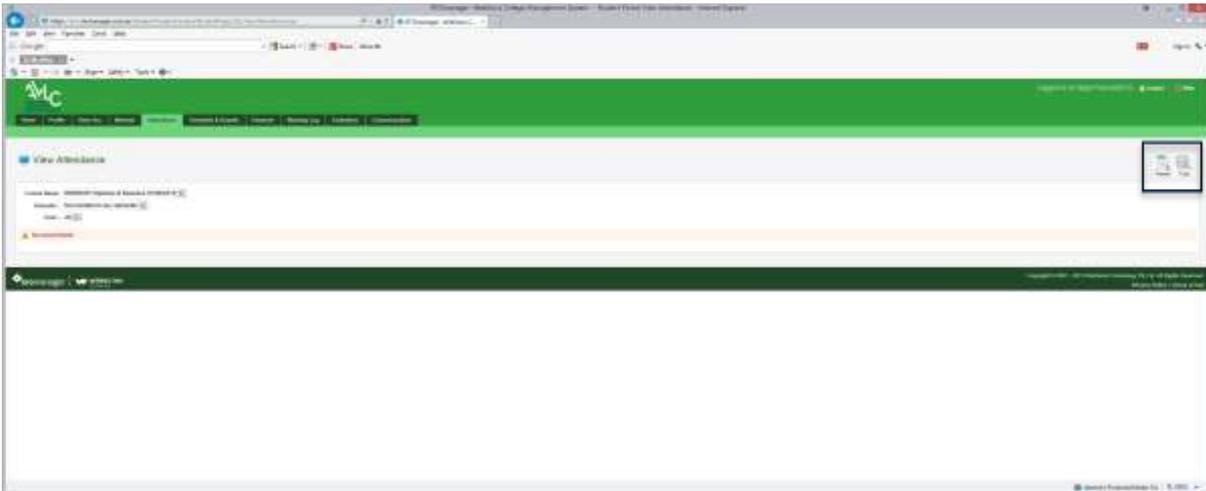


Figure 10 Attendance Page

Clicking on the 'Timetable & Results' Tab will take you to the screen where you are able to:

- View your weekly timetable
- Monthly timetable
- View by semester and week
- View academic progress via the results page
- View your current study plan

To view your current time table:

- Select the relevant course
- Select view type weekly or monthly
- Select semester
- Select week as required
- Click on [View Timetable](#) to see timetable.

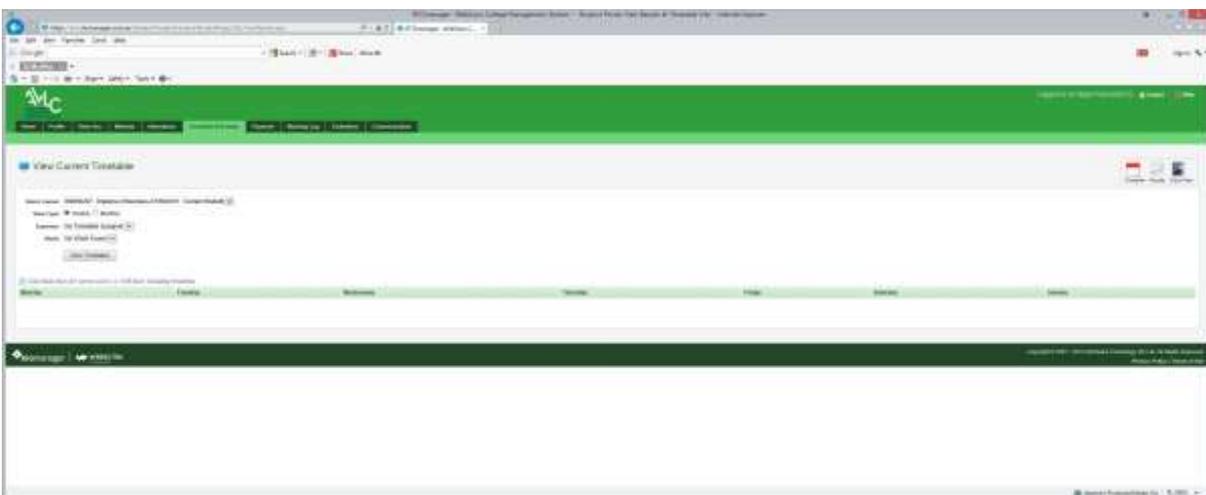


Figure 11 Timetable & Results Page

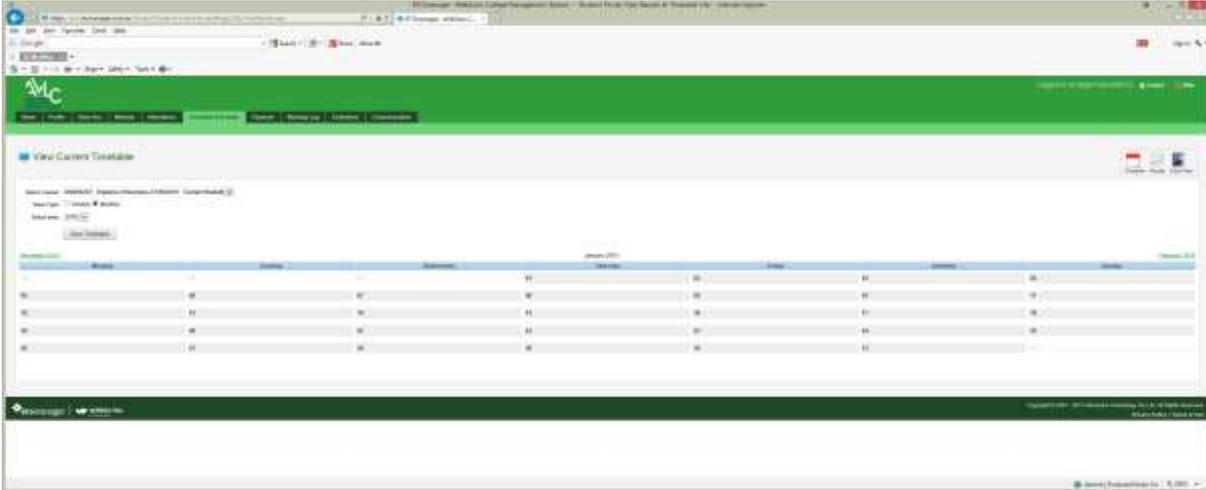


Figure 12 Current Timetable - Monthly

To view your current results and academic progress click on the  Results icon on the far right of the page. This will display the results page. Select the course for which you want to view the results from. This will display all completed units and their result outcomes and those enrolled in without an outcome.

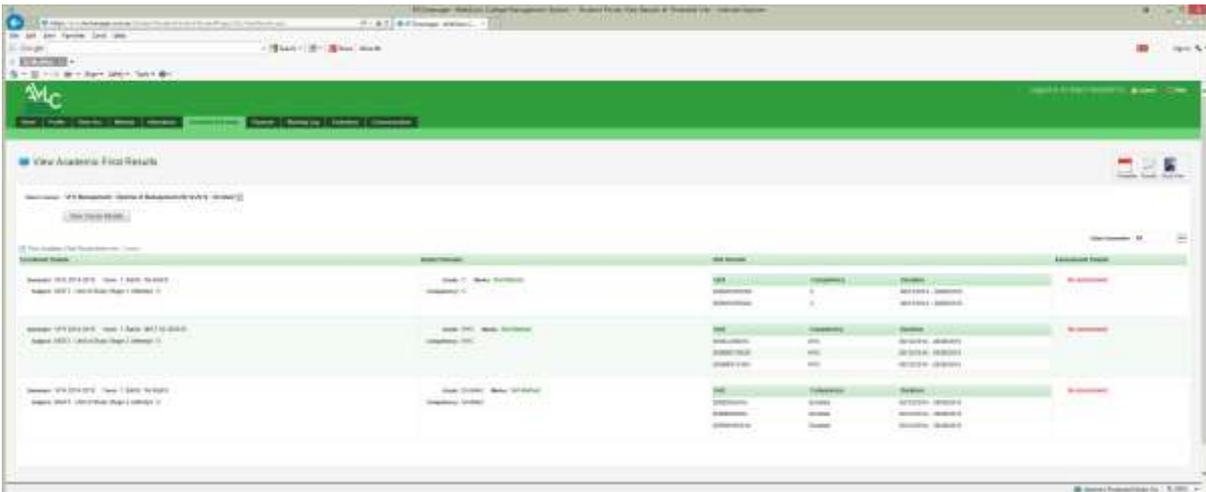
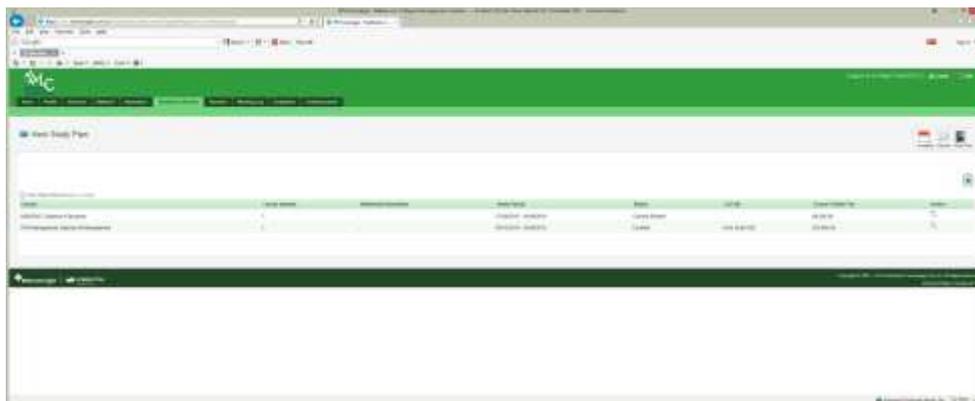


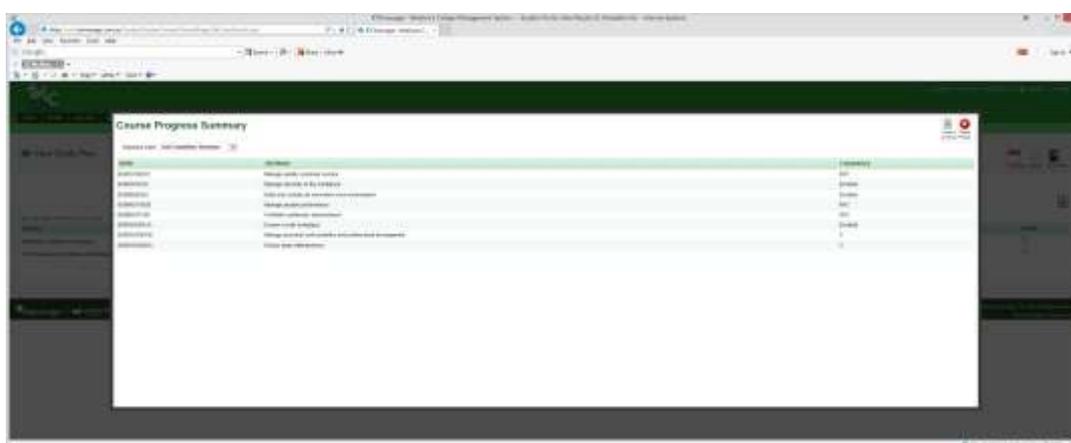
Figure 13 Academic Final Results

To view all courses, you are enrolled you can click  Study Plan icon located on the right-hand side of the page. This will take you to the study plan page. On this page you can view all courses you are enrolled in and you also by clicking on the Action icon a pop-up screen will appear where you can view your progress summary through a course either by Unit Completion or Subject Completion Summary. If you wish to export this information, there is an icon on the right-hand side to export to Excel. To close the screen, click the red close panel icon on the RHS.



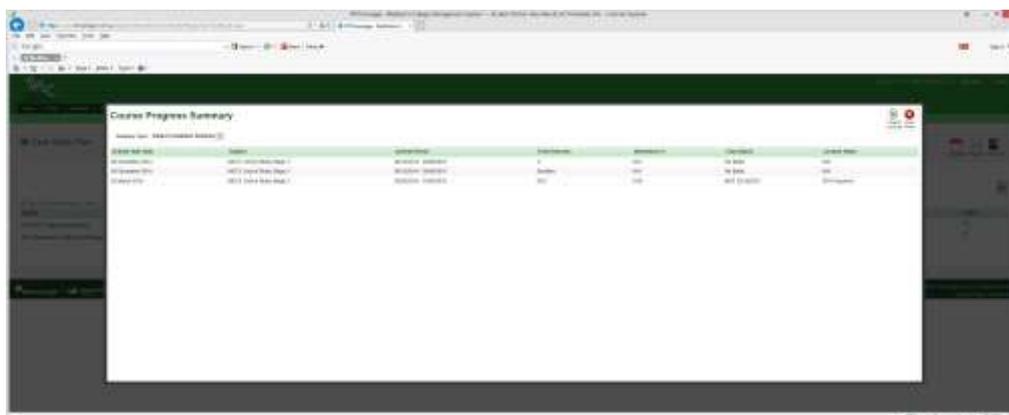
Unit	Unit Name	Prerequisites	Delivery	Start Date	End Date	Completion %	Status
AVLC001	AVLC001 Unit Name		On-Campus	2018-01-01	2018-01-31	100%	Completed
AVLC002	AVLC002 Unit Name	AVLC001	On-Campus	2018-02-01	2018-02-28	100%	Completed
AVLC003	AVLC003 Unit Name	AVLC001, AVLC002	On-Campus	2018-03-01	2018-03-31	100%	Completed
AVLC004	AVLC004 Unit Name	AVLC001, AVLC002, AVLC003	On-Campus	2018-04-01	2018-04-30	100%	Completed
AVLC005	AVLC005 Unit Name	AVLC001, AVLC002, AVLC003, AVLC004	On-Campus	2018-05-01	2018-05-31	100%	Completed

Figure 14 Study Plan



Unit	Unit Name	Completion	Prerequisites	Delivery	Start Date	End Date	Completion %	Status
AVLC001	AVLC001 Unit Name	100%		On-Campus	2018-01-01	2018-01-31	100%	Completed
AVLC002	AVLC002 Unit Name	100%	AVLC001	On-Campus	2018-02-01	2018-02-28	100%	Completed
AVLC003	AVLC003 Unit Name	100%	AVLC001, AVLC002	On-Campus	2018-03-01	2018-03-31	100%	Completed
AVLC004	AVLC004 Unit Name	100%	AVLC001, AVLC002, AVLC003	On-Campus	2018-04-01	2018-04-30	100%	Completed
AVLC005	AVLC005 Unit Name	100%	AVLC001, AVLC002, AVLC003, AVLC004	On-Campus	2018-05-01	2018-05-31	100%	Completed

Figure 15 Course Progress - Unit Completion Summary



Subject	Subject Name	Completion	Prerequisites	Delivery	Start Date	End Date	Completion %	Status
AVLC001	AVLC001 Subject Name	100%		On-Campus	2018-01-01	2018-01-31	100%	Completed
AVLC002	AVLC002 Subject Name	100%	AVLC001	On-Campus	2018-02-01	2018-02-28	100%	Completed
AVLC003	AVLC003 Subject Name	100%	AVLC001, AVLC002	On-Campus	2018-03-01	2018-03-31	100%	Completed
AVLC004	AVLC004 Subject Name	100%	AVLC001, AVLC002, AVLC003	On-Campus	2018-04-01	2018-04-30	100%	Completed
AVLC005	AVLC005 Subject Name	100%	AVLC001, AVLC002, AVLC003, AVLC004	On-Campus	2018-05-01	2018-05-31	100%	Completed

Figure 16 Course Progress - Subject Completion Summary

Clicking on the Payment tab will display the payment screen. This screen details information on all fees paid by a student per course. This information can be view either by 'Tuition Fee Payments' or Miscellaneous Payments.

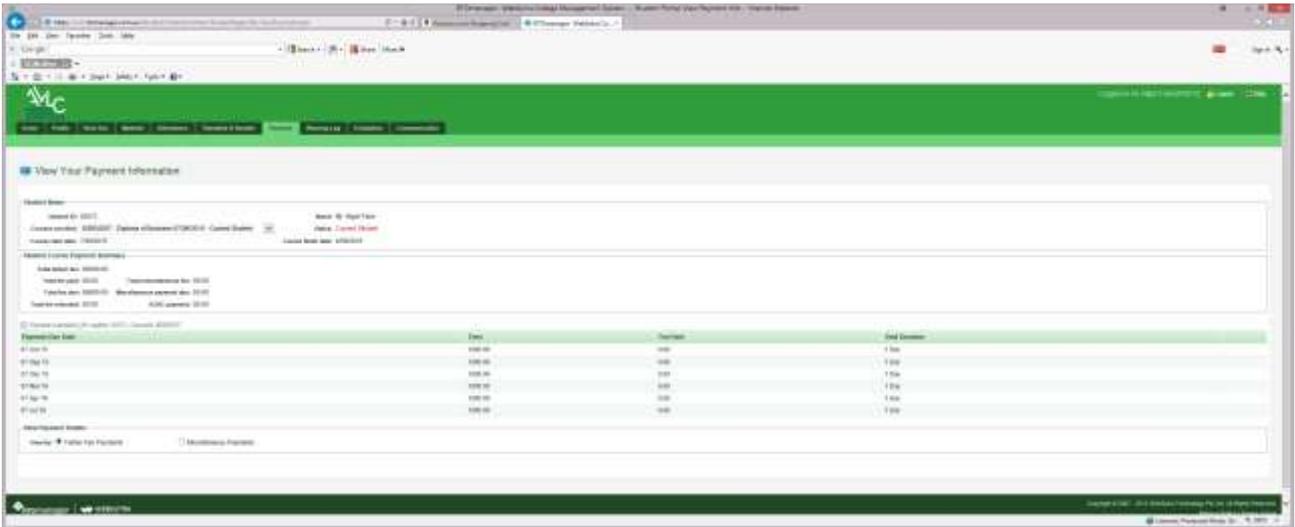


Figure 17 Payments - Tuition Fee Payments

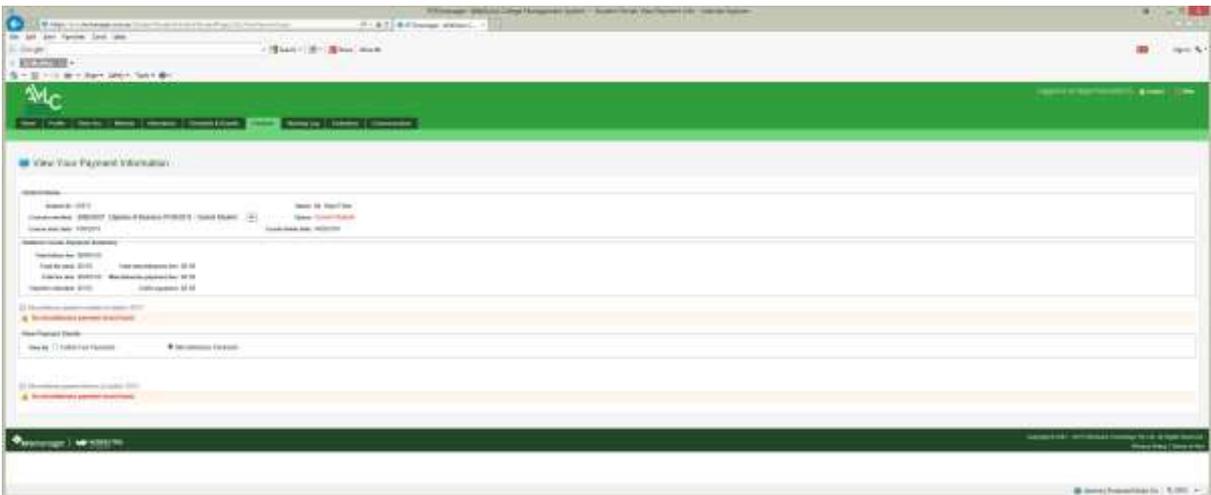


Figure 18 Payments - Miscellaneous Payments

The Warning Log Tab will show a list of all warning letters issued to a student and students are able to click on and view individual warning letters by clicking on the icon in the Action section.

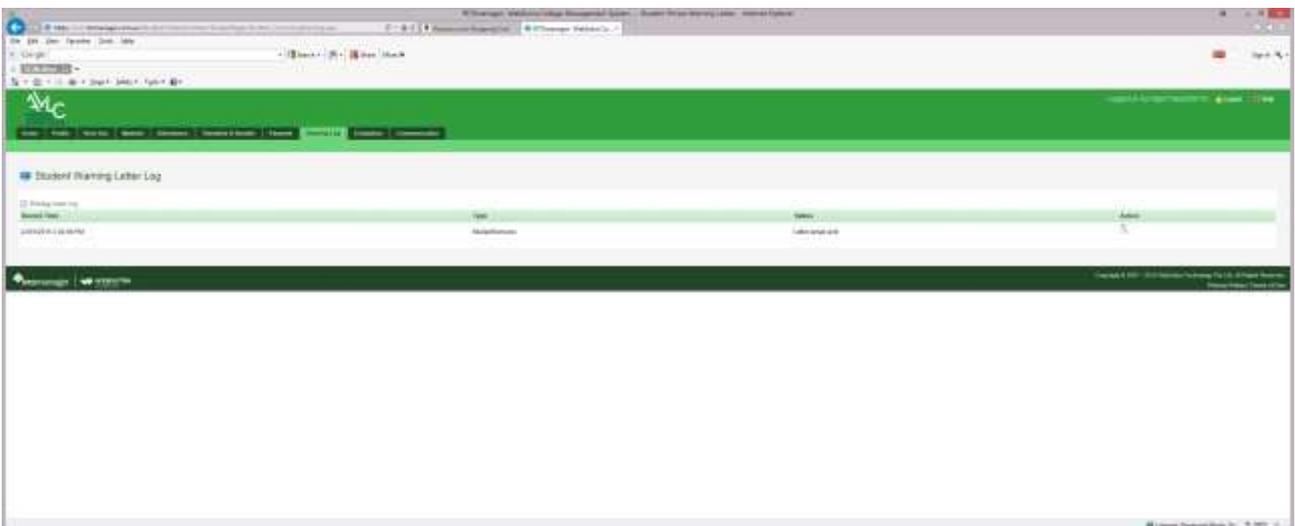


Figure 19 Warning Letter Log

The Evaluation Section allows students to fill up their own evaluation for the course/unit they are enrolled, which will help AVLC to determine whether the course/unit offered are effective and are as expected by the student. Evaluations are set up and activated for a certain period. If evaluation is activated for your login then you can submit using this section.

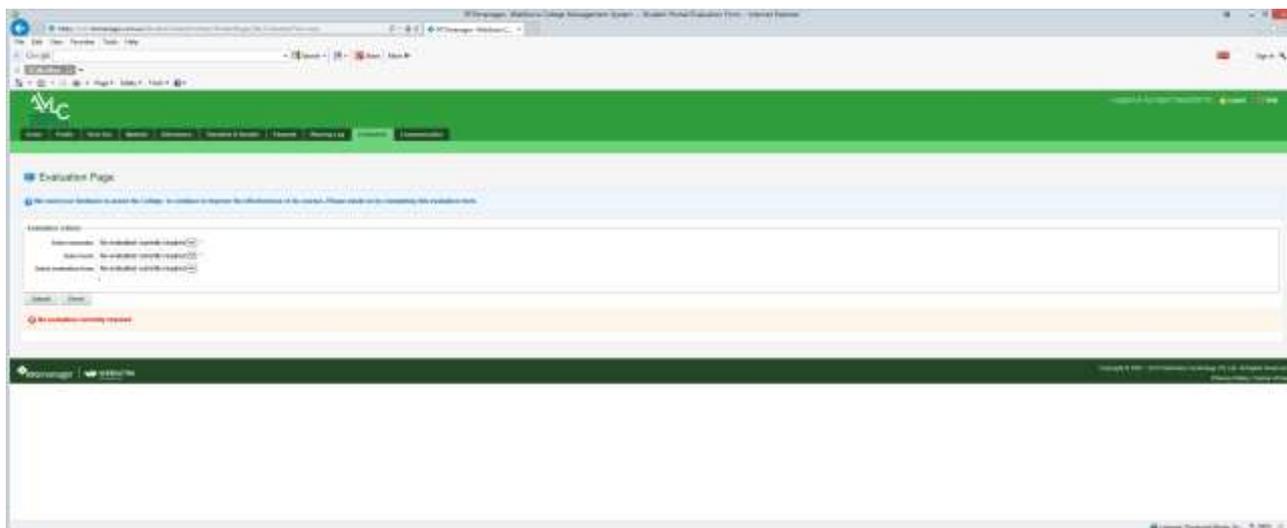


Figure 20 Evaluation Page

To submit evaluation, follow the instructions below:

In the Evaluation Criteria section select semester, term, evaluation form & course and click the corresponding radio buttons (for e.g. strongly disagree, disagree, agree & strongly agree) on the right-hand side for each question on left hand side

Once you have read all the questions and selected your answers in the form of radio buttons, click [Submit](#). Your evaluation will be submitted, and you will receive a confirmation message as shown below.



Clicking on the 'Communication' Tab will take you to the 'Email Feedback/Complaint' screen.

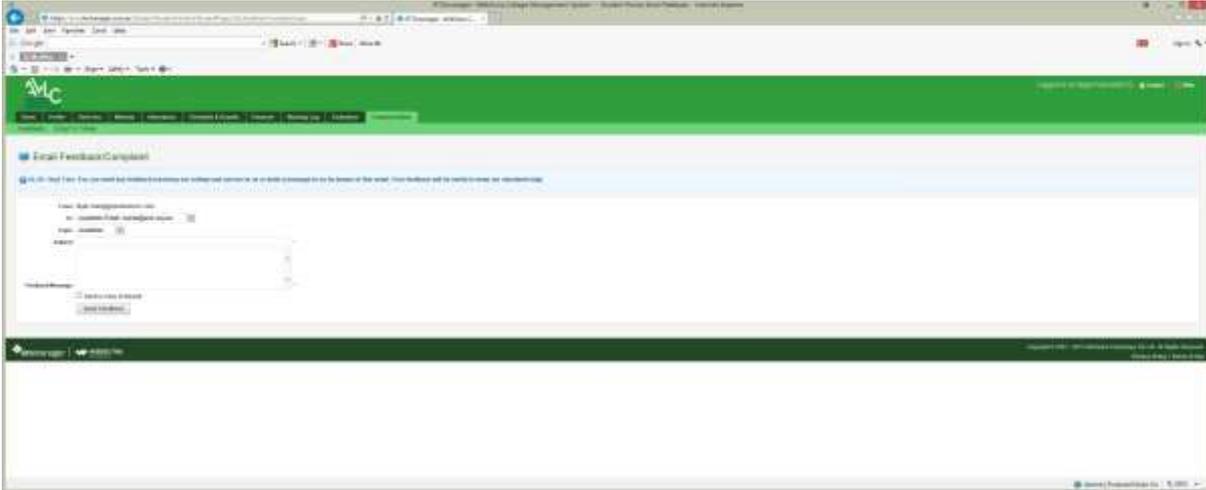


Figure 21 Email Feedback/Complaint

From this page you can send your feedback or complaint to a section or member of AVLC staff. To select who you will to have the email go to select the drop-down list next to the section. The following list will appear.



Select from this list whom the email is going to.

Then in topic select from the list of available topics for the email. These topics are:

Academic

Facilities

Administration

Marketing

Complaints

Type in the email Subject and then the actual message itself.

If you require a copy of the email, click on 'Send a Copy to Myself' then click [Send Feedback](#). You will receive a message which confirms that your feedback/complaint has been sent successfully.

As previously discussed in this handbook all students studying in Australia from 1st January 2015 are required to hold a USI number. On the main page of the student portal is an icon for you to send a request to AVLC to provide permission for them to create your USI on your behalf.

Clicking on the USI Request icon will take you to the USI Consent form To provide AVLC with permission to do this on your behalf you will need to complete the Birth Place Field, select the document type you are providing as evidence from the list as shown on the right hand side of the page and upload a copy of that document to this form and then submit the information. Once you have submitting the information you will receive confirmation of its submission.

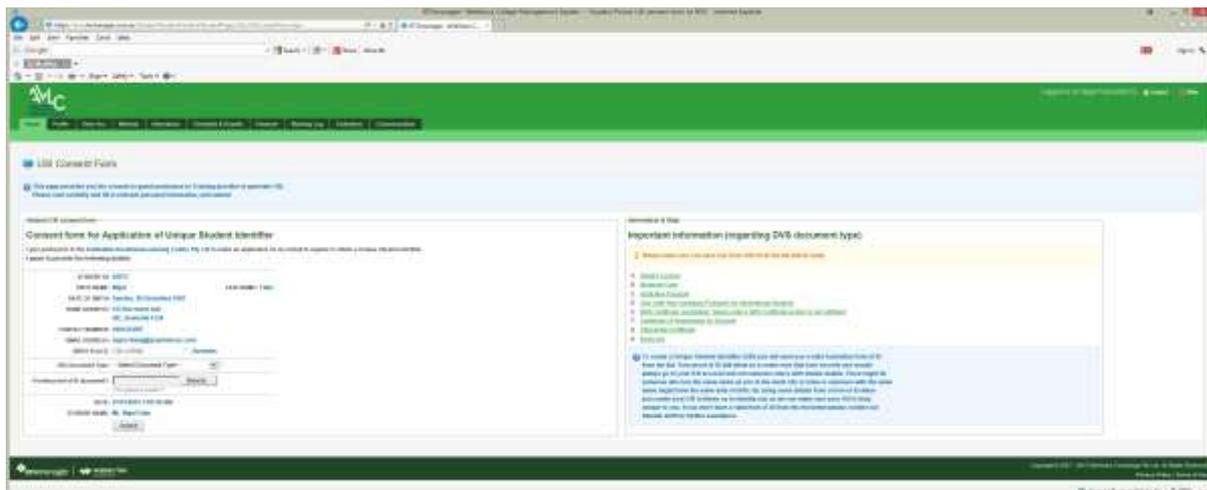
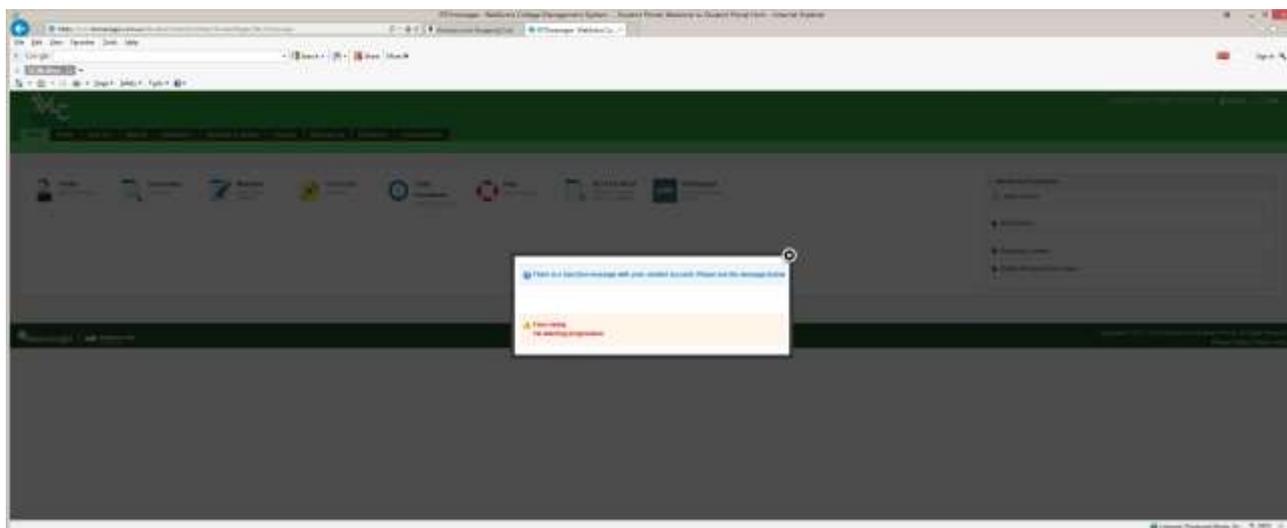


Figure 22 USI Consent Form

In situations where you may have outstanding fees on your account. RTO Manager will not allow you to enter the portal when a sanction is in place. As displayed below a sanction message will be displayed and this message will explain the sanction in place. In case of the screen below a sanction is in place due to outstanding fees. This is shown with the! to the left of the Fees owing.

Whilst a sanction is in place you are unable to enter the portal. Clicking on the X to clear the message will take you back to the main login screen. Once a sanction has been removed by Student Services you will be able to login as part normal.



48. Acknowledgement Declaration

I, (FULL NAME) acknowledge that I have read Australian Vocational Learning Centre pre-enrolment information, this student handbook and relevant course outline that has been provided to me either via download or via email and that I understand and agree to abide by all the terms and conditions outlined within those documents.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions AVLC will initiate a warning.
- That if I am in breach of any of these terms and conditions, my enrolment with AVLC will be cancelled.
- That I am required to maintain a satisfactory rate of academic progress by completing all required assignments, appearing for all the required assessment activities and being on time on all occasions as defined in my course timetable and study plan.
- That I will notify AVLC of any change of contact details and update said details within the student portal.
- All work including assessments that are submitted for the attainment of competency for evaluation must be my own work and that I must complete a student declaration as required in that regard.
- I am aware that a false declaration may lead to the withdrawal of a qualification.
- That I will pay all my fees including the relevant course fees on time.
- I understand that my certificate will be withheld if any applicable fees have not been paid.

.....

Student Signature

.....

Date

Student No.