



# **Student Information Handbook**

**2012**



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## Course Information

Course	Course Duration	Modes of Studies*	Campus
Advanced Diploma of Translating (40169SA)	26 weeks	F/P	Melbourne/Geelong

\* Overseas students are required to undertake only full-time courses in Australia.  
A part-time program is only available for local students.

### Advanced Diploma of Translating (40169SA)

The Advanced Diploma of Translating course consists of 16 modules which are designed in conformity with NAATI accreditation exam requirements. The 16 units are broken down into two parts that will be delivered across two terms.

All course specific information including unit of competency names, weekly breakdowns, learning outcomes, modes of assessment and NAATI exam and accreditation information are provided to students in the Advanced Diploma of Translating course guide. Enrolled students receive the course guide on orientation day.

### Campus information and official points of student contact:

AITI has appointed two Campus Administrators as the student contact officers for all students.

Head Office: Melbourne Queens Road Campus	
Level 10, 14 Queens Road, Melbourne VIC 3004, Australia	
Ph: (61-3) 9820 5330	
24hr Emergency Hotline: Victor Li: 0401 689 557	
Primary Contact	Janelle Zhang <a href="mailto:janelle.zhang@aiti.edu.au">janelle.zhang@aiti.edu.au</a>
Secondary Contact	Vivian XIAO <a href="mailto:vivian.xiao@aiti.edu.au">vivian.xiao@aiti.edu.au</a>



## Management Team

Position and Person	Base Location	Phone Number	Email Address*
<b>CEO</b> Mr. Victor LI	Level 10, 14 Queens Road, Melbourne VIC 3004, Australia	(61-3) 9820 5330 0401 689 557	victor.li@aiti.edu.au
<b>Acting Operations Manager</b> Ms. Tracy WANG	Level 10, 14 Queens Road, Melbourne VIC 3004, Australia	(61-3) 9820 5330 0413 165 668	tracy.wang@aiti.edu.au

## Timetable

AITI does not permit or require students to attend scheduled classes for more than 8 hours in any one day and does not require or permit full time students to attend scheduled classes outside 08:00 and 22:00 on any day. AITI makes a conscious effort to attempt to ensure daily start and finish time correspond with peak public transport time to enable increased safety and wellbeing for all students travelling to and from campuses.

## Student Visa conditions relating to course progress and/or attendance

### Academic Performance

AITI chooses to implement the DEST-DIAC Course Progress Policy and Procedures, which requires AITI to report DIAC on a student's academic progress. AITI monitors student's academic performance at the end of each study period. For the Advanced Diploma of Translating (40169SA) a study period is defined as one term. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements per study period. AITI has and implements mechanisms to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period are made clear in course guide, which is given to students at the beginning of the course. Help and assistance on academic performance will be offered. Where you are identified as not making satisfactory course progress for the first time, warning letters are issued to you notifying that you are at risk of not making satisfactory course progress, and you may be asked to attend a counseling session with AITI to discuss your academic progress, you then have the opportunity to improve the academic performance during the following study period either by yourself or accessing to AITI's academic support services. However, if you are found making unsatisfactory academic progress in a second consecutive compulsory study period in a course, AITI will send the written notice in the form of warning letter, notifying you of AITI's intention to report you to DIAC for unsatisfactory course progress as per ESOS Standard Monitoring Course Progress. You have the right to access AITI's complaints and appeals process by completing the Appeal Form, which is attached with the warning letter and returning it to AITI's Admission Officer within 20 working days. You are strongly advised that reporting to DIAC may lead to cancellation of your student visa. Please visit DIAC's website at [www.immi.gov.au](http://www.immi.gov.au) or call 131 881 for further information.



## **Attendance Requirement**

As AITI chooses to implement the DEST-DIAC Course Progress Policy and Procedures, where under Standard 11.2 of the National Code 2007, a VET provider who implements the DEST-DIAC Course Progress Policy and Procedures is not required for ESOS purpose to monitor attendance of those courses. However, AITI encourages enrolled students to attend classes to both optimize academic achievement and to meet AQTF (Australian Qualification and Training Framework)'s minimum attendance requirement. Students are advised that low attendance rate may affect the status of your student visa. For more information please contact DIAC by visiting [www.immi.gov.au](http://www.immi.gov.au) or calling 131 881. Attendance is monitored during each class and students with low attendance rates may be required to attend a meeting with AITI staff to explain their low attendance rate.

## **Academic Record**

Marked assessment will be returned to students upon completion of marking. Students can also ask to access their academic records from AITI's Administrative Officer on each campus. Academic transcript, completion letter, qualification certificate and/or other academic documentation can be collected from AITI's campus administrators or may be mailed to students at the end of each semester/course.

## **Student ID Cards**

Students will be issued with student photo ID cards at the beginning of their course. Student ID cards also provide access to other services on and off campus. Students are advised to take good care of the student cards and contact the Campus Administrator on each campus where the student ID card is lost. You are required to present your passport to our Administrative Officers to get your student ID card from:

Melbourne – Level 10 / 14 Queens Road, Melbourne –

Campus Administrators: Vivian XIAO

## **Change of Personal Information**

Enrolled students are advised to immediately notify the student contact officer on your campus of any change to your personal details by completing Form S044 Change of Personal Information. International students on a student visa are required to keep AITI informed of their current address and notify AITI of their address in Australia five days of arrival. AITI must be notified of any change of address within seven days of relocating. Failure to provide an up-to-date address, even if it is only temporary may affect your visa status. For further information about your visa in relation to the change of address, please contact DIAC office for advice.



## **Change of Program**

If you want to change your course program, you should first seek academic advice through our academic counseling service from AITI's Training Manager. However, if you want to change education provider, you should be aware of the implications of relevant regulations, the breach of which may affect your student visa. For assistance please feel free to contact AITI's Admission Officer by calling 9820 5330. You are also advised to contact DIAC by visiting [www.immi.gov.au](http://www.immi.gov.au) or calling 131 881 for more information about the possible effects on your student visa if changing education provider.

## **Change of Campus**

Enrolled students, who want to change his or her enrolled campus, should first seek advice from the designated Campus Administrator who may direct you to complete the Change of Campus Form.

## **Credit Transfer and Recognition of Prior Learning (PRL)**

Applications for credit transfer and RPL must be lodged formally within the first month of your program.

### **Credit transfer**

Granting of academic credit is the process by which you receive formal recognition of previous award studies toward the completion of an AITI course. It is in your interest that AITI actively supports granting of credit to:

- Avoid duplication of learning already achieved;
- Expedite student progress and completion, and
- Facilitate the increasing mobility required by students to attend multiple institutions within Australia and internationally.

Credit may be granted on the basis of individual application. Application based on previous study will normally require an application accompanied by a certified transcript of results, and course descriptions of completed studies. Applications will be judged on the basis of comparable content and standard to AITI course and programs. AITI's Training Manager will assess or appoint an experienced trainer to assess the application. For further assistance about application process and forms, please feel free to contact the Campus Administrator at your enrolled campus.

### **Recognition of prior learning**

RPL is the acknowledgement of skills and knowledge currently held regardless of how, when or where the learning occurred. This may include any combination of formal or informal training and education, work experience or general life experience. Evidence of current skills and knowledge is matched against the competencies in the program for which recognition is being sought. You must be enrolled for the course in which you seek RPL but should not enroll in the specific units of competency for which you are seeking RPL. Be aware that if not granted, you may miss out on a place in that unit. For further assistance about application process and forms, please feel free to contact our Training



Administrator by emailing [info@aiti.edu.au](mailto:info@aiti.edu.au). You may access the RPL policy and procedure at <http://www.aiti.edu.au/english/application.php>.

## **Enrolment**

### **Confirmation of enrolment**

Upon the receiving of signed Offer Acceptance/Enrolment Agreement, AITI will issue you a Confirmation of Enrolment (CoE) statement listing your course details. Please check these details carefully and contact the Admission Officer by calling 9820 5330 about any discrepancies on your CoE immediately. Incorrect enrolment information may affect your student visa. International students are advised to maintain a full time study load at all time. For more information please visit DIAC's website at [www.immi.gov.au](http://www.immi.gov.au) or call 131 881.

### **Deferment, suspension or cancellation of enrolment**

If you want to defer or cancel your enrolment at AITI, you are required to lodge a Deferment, Suspension or Cancellation Request of a Course form, with supporting evidence where necessary. For more information about AITI's Deferment, suspension or cancellation policy and procedure, you are welcome to visit <http://www.aiti.edu.au/english/application.php> . Otherwise, you could contact your Campus Administrator for assistance with the application process. You should be aware that the approval of any deferment, suspension or cancellation request may affect your student visa status. Please contact DIAC by calling 131 881 for more advice.

### **Student Services\***

\*All student services listed herein are free of charge unless otherwise stated. External party may charge fees.

### **Transition to life and study in Australia**

Campus Administrators are available on each campus to assist all students in their transition to life and study in Australia. Please refer to the campus contact list of this student handbook for the campus contacts at your enrolled campus.

### **Academic support**

AITI's academic team provides support services that are available to help you improve your academic performance. The academic services include but are not limited to:

- Workshops and tutorials
- Individual academic counseling.



Enrolled students are welcome to contact AITI's Training Manager by calling 03 9820 5330 to express their academic inquiries and concerns. Our Training Manager will either personally assist you or direct you to the most appropriate person.

### **Orientation**

AITI's orientation is a good opportunity for new overseas student to know AITI and the local environment. As an event that happens once every semester, it includes essential information for you. Come along and meet the staff that can provide you with resources and information to help you with your transition to study and live in Australia. You will get information on your programs, visa conditions, support services, working permits, complaints and appeals process, campus facilities and resources, advice on living and studying in the local environment and how to balance life and study in Australia. All students are encouraged to attend the orientation; however, if you cannot attend orientation on time, you are advised to notify AITI, and AITI will arrange special orientation sessions for you.

### **Accommodation and airport pickup**

Students can get information, advice and assistance from the Administrative Officer on your campus. Also, you can get plenty of accommodation information on [www.domain.com.au](http://www.domain.com.au) and [www.realestate.com.au](http://www.realestate.com.au) . You can also learn about information and advice on your rights and responsibilities as a tenant on Consumer Affairs Victoria's website [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au). AITI has homestay arrangement in place with an outsourced professional accommodation company. The homestay arrangement service is available to students either prior to or after your arrival in Australia by completing the Homestay and Airport Pickup Application Form or contacting one of our Campus Administrators. However, a \$200 arrangement fee is charged by the outsourced company for this service.

Similarly, airport pickup services is available to students on both Melbourne and Geelong campuses, \$150 service fee from Melbourne airport to Melbourne campuses and \$200 service fee from Melbourne airport to Geelong campuses is charged per pickup by the outsourcing company. Student can access to service by completing the Homestay and Airport Pickup Application Form and email it to [info@aiti.edu.au](mailto:info@aiti.edu.au).

### **Emergency and Health Services**

International students are informed prior to their enrolment with AITI about DIAC's requirement on maintaining Overseas Student Health Cover (OSHC) during their study in Australia. AITI's Campus Administrator in the Melbourne Queens Road campus can purchase OSHC for overseas students prior to their arrival. If you need AITI to purchase OSHC for you after your arrival, please feel free to contact our Queens Road Campus Administrator on 03 9820 5330. Students with health problems may contact any one of our Campus Administrators by calling the number of their enrolled campus for advice and referral to health care professionals. For more information about OSHC please visit [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au).



In case of emergency after hours, students are informed during orientation session to phone our 24-hour hotline or 24-hour emergency contact 000 for an ambulance or attend the Emergency Department of the closest hospital.

Public hospitals information:

- Royal Melbourne Hospital, Grattan St., Parkville: 9342 7000
- St. Vincents Hospital, Victoria Pde., Fitzroy: 9288 2211
- Royal Women's Hospital, Grattan St., Carlton: 9344 2000
- Alfred Hospital, Commercial Rd., Prahan: 9276 2100
- Eye and Ear Hospital, 32 Gisborne St., East Melbourne: 9929 8666
- Austin and Repat Medical Centre, Studley Rd., Heidelberg: 9496 5000
- Box Hill Hospital, Nelson Rd., Box Hill: 9895 3333
- Dandenong Hospital, Davis St., Dandenong: 9791 6000
- Epworth Private Hospital, Erin Street., Richmond: 9426 6666
- Maroondah Hospital, Mt. Dandenong Rd., Ringwood East: 9871 3333
- Monash Medical Centre, Clayton Rd., Clayton: 9550 2159
- Western Hospital, Gordon St., Footscray: 9319 6666
- St John of God Hospital Geelong: 5226 8888
- Grace Mckellar Hospital Geelong: 5279 2222
- The Geelong Clinic: 5248 1155
- Barwon Health Geelong: 5248 6080
- Geelong Private Hospital: 5226 7111

## Careers and employment

AITI provides information on part-time job and internship opportunity to students. Such information is available on AITI's notice boards.

Careers and employment counseling services can also be achieved through AITI's Campus Administrators, located on each campus. Please make an appointment in person on your enrolled campus or by calling the 24-hour hotline of each campus or emailing the Campus Administrator on each campus. Those officers will either provide advice themselves or refer you to the appropriate person.

## Legal services

AITI's Campus Administrators offer free and confidential referral services to all currently enrolled students. AITI's Campus Administrators will endeavor to refer you to the most appropriate person or organization to assist you with your requests. And your privacy is ensured to be protected. The following lists some of the common areas that our referral service may cover:

- Visa issues: [Australian Government Department of Immigration and Citizenship](http://www.immi.gov.au) (www.immi.gov.au)



- Public transport tickets and fines: [public transport fines](http://www.transport.vic.gov.au/pt) (<http://www.transport.vic.gov.au/pt>)
- Tenancy matters: [Tenants Union of Victoria](http://www.tuv.org.au) ([www.tuv.org.au](http://www.tuv.org.au))
- Consumer affairs: [Consumer Affairs Victoria](http://www.consumer.vic.gov.au) ([www.consumer.vic.gov.au](http://www.consumer.vic.gov.au))
- Neighbour disputes: [Neighbours the Law and You](http://www.victorialaw.org.au) ([www.victorialaw.org.au](http://www.victorialaw.org.au))
- Family Law: [Family Law \(Victoria\)](http://www.vic.gov.au/health-community/families/family-law.html) ([www.vic.gov.au/health-community/families/family-law.html](http://www.vic.gov.au/health-community/families/family-law.html))
- Taxation matters: [Australian Taxation Office](http://www.ato.gov.au) ([www.ato.gov.au](http://www.ato.gov.au))
- Employment matters: [Employment law \(Victoria\)](http://www.vic.gov.au/law-justice/law-legislation/employment-law.html) ([www.vic.gov.au/law-justice/law-legislation/employment-law.html](http://www.vic.gov.au/law-justice/law-legislation/employment-law.html))
- Police matters: [Victoria Police](http://www.police.vic.gov.au) ([www.police.vic.gov.au](http://www.police.vic.gov.au))

### **Welfare-related support services and individual counseling**

AITI offers free counseling (or referral counseling) service to all enrolled students at AITI. The counseling service ensures to protect your privacy and confidentiality according to the guideline of Privacy Act. Family, partners and friends can accompany you if considered helpful.

The individual counseling services is accessible by making an appointment with the Campus Administrator on each campus either in person or by calling the hotline of each campus. The counseling service is conducted in confidence in a private room. The Campus Administrator will provide counseling and / or referral services regarding general welfare-related issues.

AITI's Campus Administrators can recommend specialised external qualified organisation or individuals to assist you with the following issues:

- Relationship problems
- Self esteem and confidence problems
- Family problems
- Mental problem
- Psychological problem
- Sexual and identity issues
- Stress, anxiety and depression
- Any other issues where our Administrative Officer identifies that the students' problems should be addressed by qualified counselors and professionals.

#### **External counseling referrals:**

Counselling and mental health services: 1300 767 299

Disability services: 1800 783 783

Lifeline (24 Hour telephone counselling): 131 114



Suicide Helpline (24 Hour telephone counselling): 1300 651 251

CASA (Centre Against Sexual Assault): 96353610 or 1800 806 292

Women's Domestic Violence Crisis Service: 93730123

Direct Line (Drugs & Alcohol Counselling): 1800 888 236

G-Line (Problem Gambling): 1800 156 789

### **Disability and special needs service**

Our Campus Administrators support students with disabilities or special needs while studying at AITI campuses. The aim of the service is to promote access for all people, enabling full and independent participation in the full range of programs offered at AITI.

Students seeking for special support need to make appointment with the Administrative officer on their campus. The contact officer will assess the individual needs and make appropriate support services. These services generally include:

- Pre-enrolment guidance
- Assistance with physical access
- Liaison with external agencies
- Organization of note takers
- Provision of special equipment
- Reasonable adjustments of course arrangement
- Disability counseling.

If you have problems or your study is affected by a medical condition, you have the right to ask AITI to accommodate this by contacting your Administrative Officer. You are still required to complete your assessment, but AITI can take reasonable steps to ensure that it is your skills and knowledge that are assessed. Examples of this sort of support include allowing you extra time to complete an assignment or giving a visually impaired student a reader/scribe in their exam.

### **Students under 18**

Currently AITI does not accept students under 18.

### **Critical Incident Policy**

AITI has in place a Critical Incident Policy to deal with situations such as

- \* missing students;
- \* severe verbal or psychological aggression;
- \* Death, serious injury or any threat of these;
- \* natural disaster;
- \* issues such as domestic violence, sexual assault, drug or alcohol abuse.



In the event of a critical incident students are advised to contact the AITI 24 hour number below or call 000 for assistance. At this time AITI's critical incident policy will be activated.

**24hr Hotline number:** Victor LI      0401 689 557

## **Facilities and Resources**

### **Library**

AITI has libraries located at the Queens Road campus. The library has a range of Translating & Interpreting reference books, course-related materials, English language books, IELTS training books and sample test and a large collection of CDs and DVDs for staff and students use. For more information about the library open hours, borrowing policy and other issues, please contact your campus Administrative Officer for advice.

### **Computer Laboratory**

AITI has its computer lab on each campus to ensure sufficient study facilities for students. If you have any questions or problems regarding the computer system or network, please feel free to contact our IT technician by emailing [info@aiti.edu.au](mailto:info@aiti.edu.au).

### **Computer laboratory regulations**

- AITI's computer laboratory is for AITI's students use only.
- AITI students can log on to computers using their usernames and passwords.
- Strictly no food or drink is allowed in the laboratory.
- Games and audio discs are not to be played on college computers.
- No person, unless authorised to do so, may alter, delete, copy or otherwise tamper with hardware and software in the computer laboratory.
- When discs are provided for storage of work they may not be removed from the laboratory unless authorised to do so.
- AITI encourages the use of lap-top computers for study purposes as long as it is safe and secure.

### **Emergency Evacuation**

Emergency evacuation procedures are established for each campus. If an emergency occurs, follow the directions given by staff, if no staff are present, leave the building via the nearest fire-isolated stairwell. The emergency exit door is shown during the campus tour session in orientation program. Remember to dial 000 for police, ambulance and fire brigade emergency services.



## **Examination attendance**

You should be aware of the following assessment/examination regulations:

- You may not sit for assessment or examination for courses in which you are not currently enrolled.
- You should arrive at the allocated examination venue at least 15 minutes prior to the time scheduled.
- You must present your valid student ID card as proof of your enrolment at AITI.
- You are not allowed to enter the examination room later than 30 minutes after the examination has commenced.
- You may not leave the examination venue until 30 minutes after the examination has commenced.
- If your enrolment has been cancelled due to your failure to pay your tuition fees you will not be permitted to sit for assessment or examination.
- In case of public transport strikes: examinations continue as scheduled although the 30 minutes late-entry and early-departure time periods are extended to one-hour periods. However, no additional time is allowed to complete an examination.

## **Examination conduct**

Cheating in examinations is academic misconduct and will be dealt with seriously. Penalties can include cancellation of results or expulsion.

It is an offence to have unauthorized materials or equipment that might be used for cheating, even if brought by accident. It is your responsibility to ensure any material and equipment you bring into the examination room is authorized. If in doubt, please consult the examination supervisor.

## **Academic Review**

In certain circumstances students may request a review of their results by a second assessor. Please contact a campus administrator for details on these circumstances and process.

Please note: There are separate NAATI rules for the accreditation exam results which are not reviewable.

## **Institution Cheating and Plagiarism Statement**

AITI is committed to delivering quality education; therefore maintaining the high standards of academic integrity is and has always been its ultimate institutional goal. Any form of cheating in examinations or in any other assessment task is unacceptable and is strictly prohibited.

## **Cheating**

Cheating under this statement, is the action of a student or a related person that is taken for the purpose of gaining unfair or an illicit advantage in an examination, assessment tasks or in any other written or practical work required to be submitted by a student.



Cheating is a disciplinary offence under AITI's rules and expressly forbidden. Such actions include, but are not confined to the following:

1. Students must not copy from or read, or attempt to copy from or read other students work during an examination at AITI.
2. Students must accomplish the assessments independently and not allow any other student to use their work in an examination or in the course of preparing for any other form of assessment unless an exception has been made in writing stating that students can work collaboratively in groups on an assessment task.
3. Students must not directly or indirectly assist or accept assistance from any other person(s) other than the examiner or a supervisor.
4. Students must not possess or have access to any material or device containing information directly or indirectly related to the subject matter under examination other than items approved by AITI to be taken or used during the examination.

## **Plagiarism**

Plagiarism is the use of others work, ideas, or creations in your own work while failing to appropriately acknowledge the course of such contents. Plagiarism falls within the category of cheating and will be treated in the same manner. Students should reference all work properly to avoid being charged with plagiarism. Plagiarism is treated as a serious matter at AITI; any intentional plagiarism will trigger penalties.

Below are some examples of plagiarism:

1. Copying phrases and passages word-for-word without quotation marks and without proper reference to the author; this includes but is not limited to books, journals, websites, reports and course notes.
2. Paraphrasing an authors work and presenting it without proper referencing.
3. Copying any part of another students work.
4. Submitting a piece of work that has already been submitted for assessment in another course or course unit.
5. Submitting work as your own that someone else has done for you

Determining an act of plagiarism is subject to the Training Manager's judgment on the specific circumstance on a case by case basis.

### Always remember

- \* If you use someone else's ideas, you should cite the source.
- \* If the way in which you are using the source is unclear, make it clear.
- \* If you received specific help from someone in writing the paper, acknowledge it.



## **Consequence of Cheating**

AITI's commitment to academic integrity is reflected on the penalties that are imposed on the students who have been found to be involved in cheating. Penalties may include receiving a zero mark for the examination or assessment tasks, failing the unit, suspension or expulsion from the course.

## **Special Consideration**

Special considerations may be granted when factors beyond your control have affected your academic performance in an exam, assignment, or during the semester. Reasons for applying for special consideration might include: illness or bereavement. Students with ongoing disabilities need to apply for special consideration with the Campus Administrator on your campus.

Forms to support your special consideration application are available from the Campus Administrators and must be lodged together with supporting evidence (e.g. medical certificate) within 48 hours of the scheduled examination time or assignment due date.

If you wish to seek advice about obtaining special consideration, or appeal against an examination result, speak first to your teacher. If you are unhappy with the outcome of your discussion please contact your Campus Administrator.

Note: Misreading the official examination timetable does not entitle you to special consideration so be very careful when checking dates, times and location.

## **Complaints and Appeals**

AITI's Student Complaints and Appeals Handling Policy and Procedures aims to ensure that student's complaints and appeals are resolved in a quick and fair manner. The policy recognizes your right to complain and appeal without recrimination.

The complaint process requires that you raise your complaint with the local level (where it occurred). It is useful to think your complaint through first so that you are clear about what the issue is and what outcome you are seeking for.

You may have a complaint/appeal general about the following issues:

- ❖ Administrative matters;
- ❖ Recommendation for exclusion from a program;
- ❖ Assessment procedures and results;
- ❖ The outcome of RPL applications, and
- ❖ Any penalty, including findings of school plagiarism, imposed by AITI officers.



Confidentiality is maintained throughout the process of making and resolving complaints. AITI seeks to protect the rights and privacy of all parties involved and to facilitate the return to a comfortable and productive learning environment.

Steps to present your complaint/appeal:

1. The student should put the following information relating to the complaint / appeal by completing *Student Complaint Form* or *Student Appeal Form*, which is available from the Campus Administrator on your campus:
  - description of the complaint/appeal
  - state whether you wish to formally present your case
  - steps you have taken to deal with it
  - what you would like to fix the problem and prevent it from happening again.
2. A student brings the complaint/appeal to the attention of the Campus Administrator on their campus. The internal complaint process will commence within 5 working days of the formal lodgement of the complaint along with all supporting information/material. All reasonable measures are taken to finalise the process as soon as practicable. The Campus Administrators will immediately bring the matter to the attention of the relevant member of the Management Team.
3. If the complaint/appeal is not dealt with to the student's satisfaction, s/he may bring the unsatisfactory decision to the attention of the Principal Executive Officer. The internal appeal process will commence within 5 working days of the formal lodgement of the appeal along with all supporting information/materials. All reasonable measures are taken to finalise the process as soon as practicable.
4. If you are not satisfied with the result or conduct of the internal complaint handling and appeals process, AITI Admission Officer will advise you of your right to access The Overseas Students Ombudsman external student appeals service.
5. Your enrolment will be maintained throughout the internal appeals process for all types of complaints or appeals. However, whether your enrolment should be maintained throughout an external appeals process depends on the type of appeal. Your enrolment will be maintained until the external complaints/appeals on unsatisfactory course progress is complete and has support AITI's decision to report. AITI only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DEEWR through PRISMS of the change to your enrolment if the complaint/appeal is against AITI's decision to defer or suspend your enrolment due to misbehaviour or to cancel your enrolment.
6. It is at no or minimal cost to each complainant or appellant to formally present his or her case; there will be no charge for advising you of your right to access an external appeals process; the external appeals process to which you are referred should be at minimal or no cost.
7. Each party may be accompanied and assisted by a support person at any relevant meetings.



8. A statement of outcome and findings in relation to each complaint or appeal that demonstrates the reasons behind the decisions made at each stage of the complaint and appeal will be issued to you.
9. If the internal or any external complaint handling or appeal process results in a decision that supports you, AITI will immediately implement any decision and/or corrective and preventative action required and advise you of the outcome.
10. Full records of the outcome and any subsequent actions will be kept in your file.

### **The Overseas Students Ombudsman**

If the student wishes to lodge an external appeal or complaint about AITI's decision, he/she can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

### **Privacy and Confidentiality**

Privacy legislation prohibits the release of personal information to a third party unless written permission has been granted. This prohibition includes even close relatives. There are exceptions to this and AITI will:

- Provide information made available by a student to AITI to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund as required under the ESOS Act 2000 and the National Code;
- Fulfill its obligation to provide the Department of Immigration and Citizenship (DIAC) with certain information about international students studying in Australia;
- Provide information when required by a legal warrant or summons;
- Release information in situations where harm to a person or substantial property is imminent;
- Contact parents or guardians of students less than 18 years old, where it is deemed to be in the interest of the student.

If students apply for a course at another institution or apply for a job, AITI will not release academic results or personal details to other institutions or prospective employers without seeking consent.

In cases where teachers and administrative officers may wish to post student names on AITI notice boards, students who prefer to have their names excluded from such postings should notify the administrative officer in writing.

### **Discrimination**

To discriminate means to treat someone unfairly because of race, culture, religion, gender, sexual preference, age etc. Sexual harassment is considered and treated in the same way as any other form of discrimination. Any form of



discrimination is considered a serious matter at AITI and if proven can lead to disciplinary action against students or staff. AITI is a professional organisation operating within a professional environment, it is expected that you will treat others with consideration and respect. If you feel that you are being harassed or discriminated against or have been accused of harassment or discrimination discuss the matter with the Campus Administrator at your campus who will take the required action to resolve the matter.

## **Visa**

It is essential that you have the correct and valid visa during your study in Australia. It is your responsibility to adhere to the conditions on your visa all the time. Currently, DIAC requires all student visa holders maintain a full-time study load, certain attendance rate, and the working permission is up to 20 hours a week during study time.

AITI closely monitors students' course progress, and if you are identified as not making satisfactory course progress in the second consecutive study period, AITI has to report you to DIAC. The report may affect your student visa status. Your attendance is not compulsory at AITI, as AITI chooses to implement the DEST-DIAC Course Progress Policy and Procedures. However, as a student visa holder, you have to meet the minimum attendance requirements set by DIAC. Failure to do so may affect the status of your student visa. For more information about the student visa, please contact DIAC by visiting [www.immi.gov.au](http://www.immi.gov.au) or calling 131 881.