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Welcome to AERPI

Congratulations on choosing to complete your studies with AERPI. We want to make the most of your experience with us and exceed your expectations; you have made an excellent investment in your education and in your future.

We are an innovative Institute focusing on the delivery of quality training for our students. We aim to ensure your learning is successful, that you make lifelong friends and that you enjoy the best of Sydney, Australia.

This book contains important information about the Institute. If you do not understand anything please talk to your trainer or a member of staff, they will gladly help.

We are located in a heritage building in Haymarket, part of the Sydney CBD, and which is very close to Central Railway Station.

AERPI takes pride in delivering excellence in teaching. The Institute has modern air-conditioned classrooms, ensuring that training is enjoyable and effective.

You will study with us for an agreed period of time. During your course you must attend class and achieve a satisfactory outcome in your assessments. You will need access to a computer outside of scheduled class hours and you will need certain computer specifications – please read Course Requirements under point 7 below.

Your VET qualification meets national competency standards as well as considering your specific learning needs. Educationally we provide the best opportunities for improving your English, building your career or providing the basis of higher academic study in Australia. Your VET qualification will be recognised by all educational institutions in Australia.

We look forward to meeting you and wish you every success with your studies.

AERPI Staff
2. Abbreviations used in this handbook

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
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<tbody>
<tr>
<td>DIBP</td>
<td>Department of Immigration and Border Protection</td>
</tr>
<tr>
<td>DEC</td>
<td>Department of Education and Community (NSW Government)</td>
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<tr>
<td>DE</td>
<td>Department of Education</td>
</tr>
<tr>
<td>ASQA</td>
<td>Australian Skills Quality Authority</td>
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<tr>
<td>ESOS</td>
<td>Education Services for Overseas Students Act 2000 and Educations Services for Overseas Students Regulations 2001</td>
</tr>
<tr>
<td>ELICOS</td>
<td>ELICOS National Standards</td>
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<tr>
<td>AQF</td>
<td>Australian Quality Framework</td>
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<tr>
<td>STANDARDS</td>
<td>Standards for Registered Training Organisations 2015</td>
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<tr>
<td>VET</td>
<td>Vocational Education and Training</td>
</tr>
<tr>
<td>OSHC</td>
<td>Overseas Student Health Cover</td>
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<tr>
<td>LLN</td>
<td>Language Literacy and Numeracy</td>
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<tr>
<td>RTO</td>
<td>Registered Training Organisation</td>
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<tr>
<td>TPS</td>
<td>Tuition Protection Scheme</td>
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<tr>
<td>RPL</td>
<td>Recognition of Prior Learning</td>
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<tr>
<td>eCoE</td>
<td>Electronic Confirmation of Enrolment</td>
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<tr>
<td>EEO</td>
<td>Equal Employment Opportunities</td>
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<tr>
<td>CRICOS</td>
<td>Commonwealth Register of Institutions and Courses for Overseas Students</td>
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</table>

3. Quality statement
AERPI is committed to providing quality service and continuously aims to improve its services and programs. We value your suggestions as to how we can help you better.

4. Change of conditions
AERPI reserves the right to change its fees, conditions, course times or course commencement dates at any time without notice.

5. Institute location and contact numbers
Head Office and Campus
Suite 208, 451 Pitt Street, Haymarket, Sydney, NSW 2000
Australia
Telephone: (+61) 1300 237 741
(+61 2) 9435 1523
Emails: info@aerpi.edu.au

6. Facilities
Institute Campus
Our campus offers recently renovated classrooms. The classrooms are equipped with computers, whiteboards and overhead projectors. Audiovisual equipment is also available for classroom use.

The campus has a great location close to public transport, libraries, the World Square Shopping Centre, Chinatown, Paddy’s Markets and cinemas. Within the campus there are computers with internet facilities.

7. a. AERPI Mission
Our goal is to be the first provider of nationally recognised Vocational Education Training for ERP software, and to be the industry leader in the field of training for Business Intelligence. AIBI will achieve this through providing the highest quality and most relevant training to our customers. To ensure this AIBI will actively maintain liaisons with industry groups and Business Intelligence providers as well as its own consultation group.

AERPI is dedicated to all learners gaining the knowledge and skills needed for career success and personal fulfilment in an environment where there is:

- Mutual respect and celebration of difference
- Dedication to quality learning and training
- Commitment to learner centred training
- Commitment to continuous improvement

7. b. Vocational Courses
AERPI is registered by the Australian Skills Quality Authority (ASQA) to deliver the following vocational courses to International or local students.
7. c. Course requirements:

Students will need access to a computer with the following specifications if you need to use our online learning platform outside of scheduled class hours.

Moodle browser support:

<table>
<thead>
<tr>
<th>Browser</th>
<th>Minimum version</th>
<th>Recommended version</th>
<th>Notes</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Chrome</td>
<td>30.0</td>
<td>Latest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>25.0</td>
<td>Latest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apple Safari</td>
<td>6</td>
<td>Latest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Internet Explorer</td>
<td>9</td>
<td>Latest</td>
<td>Version 10 is required for drag-and-drop upload of content from outside the browser into Moodle</td>
<td></td>
</tr>
</tbody>
</table>

The Diploma of ERP is a unique course which includes specialised vocabulary. Students wishing to enrol in this course should have some background in accounting, business or in information technology or have relevant professional experience in order to maximise the benefit of the course.

Preferred pathways to enter the Diploma of ERP:
- ICT40115 Certificate IV in Information Technology,
- FNS40615 Certificate IV in Accounting,
- FNS50215 Diploma of Accounting,
- ICT50115 Diploma of Information Technology,
- BS850215 Diploma of Business or other relevant qualification

OR
- with vocational experience in a range of IT and accounting work environments in senior support roles but without a qualification.

8. Key contacts

Chief Executive Officer: Xiang Luo
The Chief Executive Officer is responsible for the standard of training, assessment and safety in AERPI, in accordance with the relevant government legislation.

Quality Assurance Manager/Academic Manager: Sarah Logan
The Academic Manager is responsible for the day to day running of the Institute and the overall quality of the courses provided.

Student Support Officer: Fabio Mejia
The Student Support Officer is responsible for giving students information about the Institute and answering questions about Institute facilities and services. The Student Support Officer is the first contact for you if you have any problems during your time in Australia and is available at any time to help you.

Administration:

TBA
Administration is responsible for Institute administration and receives all payments from you and supports the coordination of your Institute activities.

Trainers
Trainers plan, deliver and assess your performance and competency in each unit during your course. Your VET trainers at AERPI perform all training and assessment. All vocational (VET) trainers have a Certificate IV in Training and Assessment (TAE40110) as well as relevant qualifications and experience in their subject areas.

9. Standards for Registered Training Organisations

The Standards for Nationally Registered Training Organisations are established and monitored under a national regulator, the Australian Skills Quality Authority (ASQA), which is
responsible for registering training organisations and accrediting courses.
One of the core conditions of registration is that relevant applicants and RTOs comply with the requirements set out in the new VET Quality Framework.

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced. It comprises:

- The Standards for Registered Training Organisations 2015
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements
- The Australian Qualifications Framework.

10. The Australian Qualifications Framework (AQF)
The Australian Qualifications Framework (AQF) covers all qualifications in post-compulsory education and training. It was developed to meet the need for an overall system of qualifications to support reforms in vocational education and training. The AQF was introduced throughout Australia in January 1995. [www.aqf.edu.au/Default.aspx?TabID=204](https://www.aqf.edu.au/Default.aspx?TabID=204)

11. Education Services for Overseas Students (ESOS) Act 2007
The provision of education and training services to overseas students in Australia is regulated by the Department of Education through the Education Services for Overseas Students Act 2000 and Educations Services for Overseas Regulations 2001.

The purpose of the legislation is to protect the interests of people coming to Australia on student visas, by providing tuition and financial protection and by ensuring a nationally consistent standard for all registered providers. AERPI protects students’ fees through membership of the Tuition Protection Scheme (TPS).

As a CRICOS registered provider (XXXXX), AERPI must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply. Under the ESOS Act, AERPI must report directly to DIBP a student who breaches student visa requirements, in particular the requirements about student’s maintaining satisfactory progress in their course. Should you wish to obtain further information about the ESOS Act we invite you to access the website [www.cricos.deewr.gov.au](https://www.cricos.deewr.gov.au)

12. ESOS framework
The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience of 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 2007. A detailed explanation of this framework can be accessed via [https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx](https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx).

13. Protection for overseas students
As an overseas student on a student visa, you must study with an education provider and in a course found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at [www.cricos.deewr.gov.au](https://www.cricos.deewr.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.

13. a. Your rights
The ESOS framework protects your rights, including:

- Your 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 for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider’s requirements are for 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 final course of study they planned to undertake in Australia. If you want to transfer beforehand you need your provider’s permission.

AEI contact: telephone 1300 363 079 (local call costs) or visit the website:
You may have to show your English level to get a (VET) 572 student visa. In general, you must be able to read, write and understand English to benefit from a vocational (VET) course. Before you undertake a VET course, you will be required to have an interview with the Academic Manager to assess your specific needs. This will generally occur on enrolment day and during Orientation on the first day of your course, however, you may be interviewed prior to enrolment to ensure that you have the necessary language literacy and numeracy skills to undertake the course.

For admission to AERPI vocational courses (VET) English language proficiency must be demonstrated by achieving the following minimum standards:

- Test of English as a Foreign Language (TOEFL) 500
- International English Language Testing System (IELTS) 6.0 (General Training) or equivalent.
- International Second Language Proficiency Rating (ISLPR) 3+

A Certified copy of your English proficiency must be attached to your AERPI Application form.

14. e. Change of address - Contact Information

Upon arriving in Australia you are required to advise us of your residential address, email address for contacting you in the case of emergencies and your mobile telephone number.
If you move house or change your email address you must give us your new address or contact information. This will ensure you receive information about your course, fees receipts and any other important information.

The Institute will only contact you by email for written notices or letters.

Please note:
You must advise the AERPI office of any change in address, personal situation or any problems as soon as you know there is a change.

14. f. Overseas Student Health Cover (OSHC)
Australia has an efficient health care system which is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) provides insurance cover that permits you to use this system. Your health cover covers a portion of the costs for any medical or hospital care you need while studying in Australia. It also provides part payment for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health fund – before applying for your visa. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about the conditions of health coverage and about purchasing Overseas Student Health Cover at the website http://studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm and from https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf

14. g. Attendance and Progress
AERPI states that there is a direct relationship between the successful completion of assessments and attendance and active class participation. Therefore the Institute will monitor class attendance and keep records of unexplained absences. AERPI maintains an 80% attendance standard. For VET courses, students are required to undertake all in-class tasks in group situations. Students must make satisfactory progress which is defined as deemed competent in more than 50% of tasks during each study period.

In accordance with the guidelines of Standard 11 of the National Code, AERPI will report students to DIBP when they fail to meet satisfactory attendance or progression requirements. If a student’s attendance is less than 80%, or if a student is absent for more than five consecutive days, AERPI may choose to not report a breach if:

- The student’s attendance is at least 70%
- The student is maintaining satisfactory academic performance, i.e. deemed competent in more than 50% of tasks and units studied

- There are compassionate and compelling reasons or circumstances.

AERPI will also monitor academic performance of each student and will intervene where that performance is not satisfactory (less than 50% competent in units studied) across two consecutive study periods.

Trainers will monitor and assess students’ attendance and academic progress on a daily, weekly basis, a mid-term reporting basis and then again at term end. The Institute will monitor record and assess students’ attendance each fortnight and across each study term period, which is usually two units depending on the course and approximately two months. Where a student does not maintain satisfactory attendance of 80% across a study term period of their course, or where an absence of 20 hours in one week without prior approval occurs, an intervention program begins.

The student will be first contacted by email when their attendance falls to 85% or when they are absent 20 hours in one week. They will receive a Warning Letter by email informing them of the situation and the implications of a falling attendance rate.

The Institute will next contact the student by email when the attendance falls to 79% (through a second Warning Letter). The Academic Manager will meet with the student to inform them that their attendance is becoming an issue to complete the course in the expected duration. The Academic Manager will check the academic progress of the student and where the academic progress is also not satisfactory, a plan to improve will be decided.

Where attendance falls below 70% a student will be issued, via email, with a Notification of Intention to Report Letter from AERPI outlining the Institute’s intention to report to DIBP for failure to maintain satisfactory attendance. At that time the student will have 20 working days to appeal. If no appeal is made or if the appeal is not upheld, the student will be reported to DIBP for unsatisfactory attendance.

For more information see Appeals, page 16. Students may refer to the Overseas Student Ombudsman for help with any query or complaint: www.oso.gov.au

Intervention Strategies:
A student identified through this process of being at risk of not achieving satisfactory progress will be contacted in writing and called to a counselling session. At the counselling session the Director of Studies will, in consultation with the student and trainer, establish a support/intervention program to help the student achieve satisfactory progress. Strategies will be determined on a case-by-case basis and will take into account the student’s current and previous results, attendance records and any previous implemented intervention/counselling strategies.
Strategies may include any of the following:
- English language support for technical assignments and comprehension;
- Assistance with academic skills such as writing essays and report writing;
- Attending a study group;
- Additional practical workshops to hone practical skills;
- Referral to external agencies.

The implementation of the support/ intervention may be requested by the trainer or the student at any time throughout the course if concerns are held about progress. The trainer will consider any such request.

A summary of the support/ intervention action to be implemented will be recorded on the student support intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on student file.

A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

14. h. Working while studying
Overseas students are allowed to work 40 hours a fortnight while their course is in session (excluding any work undertaken as a registered component of their course of study or training) and they can work unlimited hours during scheduled course breaks.

14. i. Breaches - Warning and Reporting
Students registered under CRICOS are subject to Department of Education and DIBP attendance, academic progress and financial warning and reporting requirements. If you have been absent for 5 consecutive days without approval, have not been consistently attending your course, have failed more than 50% of the units studied during any study period or your fee payment schedule is overdue you will be contacted by the Institute either by email to arrange an interview to discuss these matters. A record of this discussion will be kept in your student file.

You will be reported to Department of Education-DIBP if:
- Your attendance is not satisfactory
- Your academic progress is not satisfactory
- You withdraw from a course without following the correct procedures
- You have not paid your fees.

You will be advised in writing and required to attend a meeting with a Department of Education-DIBP official within 28 days of the day specified in the letter.

14. j. Transfer between providers
AERPI will not knowingly accept a transferring student from another registered provider when the student has not completed six months of the principal course except when:
- The original provider has stopped operating or when that providers course is no longer available
- The original provider has granted and provided a letter of release
- The original provider can no longer provide the course due to sanctions on its registration by a governmental regulator
- A government sponsor of the student has provided evidence that it considers the change to be in the best interest of the student.

15. Education Agents
AERPI is responsible for the actions of education agents representing the Institute. All AERPI agents have signed an agreement with the Institute. AERPI reviews the activities of agents continuously. If you believe your agent is misleading you or misrepresenting the Institute, please contact us immediately.

You should not be asked for additional fee payments by agents once you have been accepted by AERPI. Should you be asked for additional fees please speak to the Institute Registrar.

An AERPI Education Agent must provide you with information on the following before you make an application to study:
- Facilities, equipment and learning resources
- Course content, course duration and the qualification gained on completion
- Teaching and assessment methods
- Details of any arrangements with other providers for recognition or completion of the course
- Tuition fees, refund conditions and other expenses
- Information about living in Australia, the Institute campus and location, accommodation availability, and costs of living
- The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course
- Student visa requirements
- The conditions imposed on student visas including satisfactory academic progress, completion in the expected duration of the course, attendance requirements and working while studying
- The requirement that AERPI must report students who fail to meet their visa conditions to DIBP
- Withdrawal arrangements
- Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at the Institute
- Internal and external complaint and appeals procedures
- The non-academic student support services of special relevance to international students.
As part of the process of monitoring education agents AERPI will survey students after enrolment and during their study about the services and satisfaction levels of the agent the student used.

16. Access and Equity
Access refers to the ability of students to enter training. Equity is a term used to cover issues relating to the student participation in the Institute and achievement of outcomes in their chosen area of training. AERPI will meet the needs of individuals and the community through the integration of access and equity guidelines. AERPI will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality without discrimination.

AERPI will increase opportunities for people to participate in the vocational education and training system and in associated decisions, which affect their lives. The Institute prohibits discrimination towards any individual or group in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, culture, ethnic or religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Disabilities
- Indigenous Australians.

All AERPI employees are committed to ensuring that the Institute selection criterion is non-discriminatory, providing fair access to training for all people through:

- Being responsive to your needs and suggestions on a day to day basis. If a member of staff believes that a student is experiencing difficulties, then it is their responsibility to refer the matter to the Student Support Officer.
- Upholding the values and integrity of AERPI by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within AERPI, as well as the operation and culture of AERPI;
- Providing training and assessment and learning resource materials of the highest quality that take into account cultural and linguistic needs and using in an ethical manner
- Participating in staff development programs to assist in developing training and assessment methods and practices, as well as skills in relating appropriately to a diverse student population
- Being responsive to the needs and suggestions of AERPI students by ensuring that training and assessment procedures are flexible
- Being alert to the facts some training programs offered may have limited number of places available and these will be filled as per the requirements in the client selection information

- Ensuring our enrolment procedures will be free of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

If you have any issues related to access and equity, you should contact the Registrar. If you are not happy with the response you can contact the Chief Executive Officer. All discussions will be treated confidentially. All our staff are expected to follow our Code of Conduct. This handbook sets out your rights and responsibilities as a student.

17. Language, Literacy and Numeracy Support (LLN)
If you have problems with language, literacy or numeracy, we will discuss the best way to help you in private. If necessary we will offer counselling about your particular problem and how it may affect your progress in our course. Recommendations will be made but it is your decision on whether you act on them.

If the assessment identifies that you need further development in a specific area, the Academic Manager, will discuss with you the options. While AERPI will assist you with learning needs, additional language support may attract a fee.

18. Student Selection
AERPI has the following selection criteria in recruiting students for our programs. These include relevant skills, experience and career plans.

To study in a VET program at AERPI you must be at least 18 years old and have completed the Australian Year 12 or its equivalent. However, if you are a mature age entrant, you may use your work experience as evidence of your ability to successfully complete the course. You must also have an IELTS score of 6.0 or equivalent to enter a Vocational Course. If you have a score less than this, AERPI will ask you to study English to help you meet the entry requirement.

In addition, various training programs may require a different or specific type of selection criteria. The most common selection criteria are:

- Ability to complete the training program
- The reason why you wish to take the training program and how the program will help you with your career plans
- Any other criteria relevant to National Training Package pre-requisites.

Offers of course placement will be based on the assessment of the Academic Manager who will take your qualifications and proficiencies into account.
19. Guidelines for Admission
19. a. Introductory Information
To study in Australia you must:
• Be enrolled in a course which is registered by the Australian Government
• Attend the course full time, that is for at least 20 contact hours per week
• Have an Australian Student Visa.

The following information will help you to apply to study in Australia at AERPI. This information is a guide only and you will find more information about visa requirements, student selection, course information and fees:
• In this AERPI Student Handbook
• On the AERPI website www.aerpi.edu.au
• In AERPI brochures
• On Australian Government websites listed below
• By contacting the Institute.

20. Applying for an Australian Student Visa
To apply for a visa you need to contact a representative of the Australian Government at an Australian High Commission, Embassy or Consulate. You can also obtain information about Australian Student Visas on the following Australian Government websites:
✓ www.studyinaustralia.gov.au
✓ www.immi.gov.au

These websites provide you with official details about:
• Entry requirements for a Student Visa
• Your responsibilities after you receive your Student Visa
• Documents you are required to submit with your Student Visa application.

Please Remember: depending on the country in which you live and the application process, your visa may take weeks or even months to be approved. Please remember this when you choose your start date with AERPI.

20. b. Recognition of Qualifications and Statements of Attainment
All AQF qualifications and statements of attainment will be fully recognised and credit transfer is available to students enrolling in any of our courses.

Any student wishing to apply for recognition of existing qualifications or statement of attainment should apply to the Registrar for credit transfer.

21. Recognition of Prior Learning (RPL)
Students of AERPI’s VET training programs are provided with full recognition of their current skills and knowledge. This is known as ‘Recognition of Prior Learning (RPL)’.

RPL acknowledges skills and knowledge can be gained through life experiences, work experience, previous training and formal education. A student may apply RPL by completing the RPL Application form before coming to Australia or during the first three weeks after enrolling in a course at AERPI. RPL will not be considered after that time.

Where RPL is granted before an International Student has a visa issued, the period of the course will be adjusted appropriately when the Electronic Confirmation of Enrolment (eCoE) is issued. If RPL is agreed after visa issue the Institute will report the change of course duration via PRISMS as required under s19 of the ESOS Act 2000. If such a case occurs the student will maintain a full time study load. In either case the student will not be allowed to study less than a minimum full time load per week (20 hours).

DIBP through PRISMS is to be advised of the student’s RPL. The student’s details are adjusted to reflect the Institute decision.

RPL attracts a fee. This consists of an application fee (See Administration Fees schedule on our website) plus a fee per
unit of competence for which RPL is sought (See Administration Fees on our website). These fees must be paid when making the application and are not refundable. The fee per unit of competence may vary for each course. Please enquire prior to making an RPL application to the Academic Manager or at Reception.

If a student is unsuccessful the total amount paid less the RPL application will be deducted from the course tuition fees. If a student is granted a unit via RPL their overall course time will be reduced. Therefore, a pro rata adjustment to the course fees will apply. Any adjustment of time will comply with National Code Act 2007.

22. Application to study at AERPI
You must complete an application form before you begin studying at AERPI. This application form contains all necessary data, which may be accessed by state and federal government registering bodies.

All information is entered onto the AERPI student management database and the original enrolment form will be filed in your individual student file. You can get a copy of this information if you wish.

The AERPI application form can be:
• Downloaded/completed online from the AERPI website
• Obtained from your education agent.
• Obtained at AERPI from the Marketing team.

23. How to apply for enrolment at AERPI
23. a. Complete your AERPI Application Form
Send your completed form, and your non-refundable Enrolment Fee of AUD250, to AERPI. You must attach certified copies of all documents that are requested on the Application Form. For information about certified copies please refer to the Guidelines for Admission.

How to pay:
We accept credit cards (3% surcharge), bank transfer and debit cards. Cash is not accepted.

23. b. Application checklist to assist you to complete your application form – Have you...
1. Completed all sections of the application form?
2. Read and signed the declaration?
3. Enclosed certified copies of your passport and visa?
4. Enclosed certified copies of qualifications?
5. Enclosed certified copies of English language proficiency?
6. Enclosed any other certified documents requested in the application form?
7. Enclosed AUD250 for the (non-refundable) enrolment fee?

A “Letter of Offer”

AERPI will assess your application and if you are accepted you will be sent a “Letter of Offer”.

Accepting an offer and payment of fees
If you wish to accept the offer you are required to pay:
• Either the full fee or a portion of the fee for your course(s) - usually the first installment (up to a maximum of 24 weeks of tuition) for VET courses;
• PLUS Overseas Student Health Cover and any other fees as detailed in the letter of offer.

Further tuition fee instalments are to be paid per term which is usually 10 or 14 weeks, in advance. A fee schedule will be forwarded to you.

eCoE
Once you have paid your fees AERPI will issue an eCoE. The eCoE will be sent to you, or your agent, by mail, email or fax. You must submit the eCoE to the Department of Immigration and Border Protection (DIBP) as below.

23. c. Submit your Australian Student Visa application
Depending on the Country Assessment Level as indicated by DIBP, you may need your “Letter of Offer” before you apply for your visa. For more information please contact your nearest High Commission, Australian Embassy or Consulate or visit the DIBP website: www.immi.gov.au

23. d. Fees
All Tuition fees will be included on your Letter of Offer. All other fees (for changes or refunds) are published in our Administration Fee Schedule on our website – please see our website.

24. Overdue Fee Collection Policy and Process

<table>
<thead>
<tr>
<th>Step 1 – Notice 1: Fees Reminder and Invoice</th>
<th>You will be posted a fees reminder and an invoice four weeks before your tuition fee is due. It will also be emailed to your agent. This invoice will be the First Notice and you are required to pay by the due date.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2 – Final Reminder: Intention to Report</td>
<td>If your fees become overdue by 7 working days immediate payment is required and a final reminder, an Intention to Report notice, will be posted to you. A copy will be emailed to your agent. (This step will be recorded on your personal records at AERPI.)</td>
</tr>
<tr>
<td>Step 3 - Appeal or Payment</td>
<td>You will have 20 working days to appeal in writing or to contact the Institute regarding payment.</td>
</tr>
</tbody>
</table>
25. Orientation on arrival
Orientation is conducted on your first day at Institute. It is designed to inform you about Institute life and to introduce you to your course. In addition, you will meet your trainer and other Institute staff, have a tour of the Institute and be informed of Institute policies and procedures.

26. Academic Honesty Policy
AERPI is committed to the academic right that students receive credit for the work submitted by them for assessment. Part of this right is that it is clearly unfair for students to submit work for assessment that appears to be their own but is copied from others with or without acknowledging the source. This kind of activity represents a form of academic fraud.

AERPI is committed to developing a student’s research and literacy skills that will enable them to avoid plagiarism or any other form of academic dishonesty including collusion, cheating, claiming credit for group work without actively participating, and recycling.

Plagiarism is using the words or ideas of others without acknowledging the source. It can be deliberate cheating or simply failing to acknowledge copied work. Plagiarism includes:

- Using other people’s ideas and presenting them in your own words
- Downloading an essay or other material from the internet and submitting it as your own work.
- Purchasing an assignment and submitting it as your own work.
- Using a friend’s work to submit for assessment
- Using the words from a book or website without referencing it
- Using other people’s words
- Presenting large amounts of quoted work with little of your own input.

Students who are found to have plagiarised will receive a fail grade in an assessment. A repeat offense may lead to the student being asked to leave the Institute. Students are advised to seek assistance to develop appropriate research and writing skills in order to avoid any form of academic dishonesty.

Cheating in all forms including copying from another student or the use of phones and other electronic devices in examinations and assessments will be regarded as a breach of this policy. Proven dishonesty or cheating will result in failure in an assessment. A repeat offense may lead to the student being asked to leave the Institute.

27. Course outcomes for VET Qualifications
All course outcomes are based upon you being able to demonstrate competence in the skills and knowledge listed. They involve attendance and participation at classroom sessions.

At various times through your course, you must undergo an assessment or a test to demonstrate that you are competent in the skills and knowledge taught. To pass the course you must prove you are competent in all the tasks given. You may be asked for a written assignment and/or to demonstrate a skill. On successful completion of the course you will be issued a certificate for the qualification achieved.

28. Re-assessment
Students who are marked as NC (Not Competent) or do not submit assessments by the due date may request a support of their work before the end of the unit where there is evidence of effort. Where there is no evidence of effort and a student does not attend or complete assessments by the due dates, the student will be required to pay for re-assessment.

Where leave is granted, the student accepts the responsibility for all assessments during the leave and also within the duration of the CoE. If assessments are not completed within the duration of the CoE students must show compassionate or compelling reasons for an extension of the CoE.

Assignments must be submitted to the trainer by the agreed date. Students who do not submit by the agreed date and who do not seek support or apply for a reassessment by the end of term will only be eligible for a Statement of Attainment.

Students may appeal their assessment outcome through the Assessment Appeals form or a Feedback and Complaint form.

29. Preparing you for the workplace
Our Enterprise Resource Planning courses aim to show and use industry best practice through the learning content and assessments. This is achieved by drawing on industry experts to present you with real industry scenarios.

Flexible delivery and meeting student delivery needs
All VET units of competence follow the guidelines of the relevant training package. Trainers may apply a number of different strategies to meet the group’s learning needs.

The different strategies your trainer may use to develop the skills and knowledge of each student include presentations, role-play, case studies, demonstrations, guest lectures, group work, calculations, exercises, tutorials, audio-visuals and simulations the requirements of the particular unit of competence.

Adjustments in training and assessment
An individual’s access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment. Reasonable adjustments can be made to ensure equity in learning and assessment for people with a disability and special needs.

In modelling the nature of the assessment, the trainer will take into account, EEO anti-discrimination principles, flexible delivery methodology used, along with your particular needs. The nature of such assessments in seeking explicit evidence of competence could include an interview, role-play, case study, demonstration, group work, calculation, exercise, tutorial, project, workplace observation, and/or simulation.

In establishing an appropriate assessment model the trainer will consider currency, authenticity, validity, reliability and relevance to the performance criteria of the particular unit of competence.

30. Cancellation and Refund Policy
30. a. Student Cancellation - Default
Refunds are only available under certain conditions. Should you wish to cancel your course and seek a refund the following conditions apply:

1. The request must be made in writing on a Refund Application Form which can be obtained from the Institute Registrar. The completed form should be forwarded to the Registrar, AERPI, Suite 208, 451 Pitt Street, Haymarket, Sydney NSW 2000, Australia. To assist the Institute you must clearly state the reasons for the refund request and supporting documentation must be supplied where applicable.

2. AERPI’s policy is that the unused portion of tuition fees paid in advance are refunded in full within 28 days when:
   (a) the Student Visa Application is rejected in writing by the Australian Embassy / High Commission for an offshore student (excluding the AUD250 non-refundable enrolment fee).
   (b) AERPI is advised of your cancellation in writing 30 days or more prior to your course commencement date, Tuition, materials and other fees paid to the Institute are refunded in full within 28 days.

3. If you must terminate your studies with less than 30 days’ notice before your course starts, you will be refunded in full less an AUD500 course cancellation fee, please see the Administration Fee Schedule on our website.

4. If you must terminate your studies after the course has started and before the completion of your course, you must notify AERPI in writing with a minimum of two weeks’ notice. Please note that students may not generally transfer to another provider in the first 6 months of their course unless approved by the CEO and only in exceptional circumstances. Only the unused portion of tuition fees will be refunded. Refunds of any unused portion of study will be calculated and processed within 28 days.

5. Where there are exceptional circumstances beyond your control such as illness or bereavement, application for Special Consideration (using a Special Consideration Request Form) for illness or bereavement must be supported by Certified Documents such as a Doctor’s certificate and/or other relevant documents verifying the situation. Decisions regarding Special Consideration are at the discretion of the Chief Executive Officer. Please note that Special Consideration cannot apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.

6. Please see the Administration Fee Schedule on our website for administration charges that may apply to a refund.

7. Your notice of cancellation is not effective until AERPI, through the Registrar, receives a completed AERPI Refund Application Form with supporting evidence.

8. Course Tuition Fees and other Fees are not transferable to another student or institution but may be transferred to another course within AERPI at the discretion of the Chief Executive Officer.

9. All approved refunds are made payable to and sent to the student in Australian dollars. A refund calculation explanation as to how the refund was calculated will accompany the student refund payment.

30. b. AERPI Default
In the event of a default by AERPI, students are entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2001 in the following circumstances:

- AERPI does not offer a course on the advertised start date
- AERPI terminates a course after the course start date and before the course completion date
- AERPI does not provide a course as advertised, due to sanctions or circumstances beyond its control.

AERPI will pay a refund to the student within 14 days after the default date. This refund will be 100% of the unused portion of the tuition fee. A written explanation as to how the refund was calculated will accompany the student refund payment.
30. c. Refund Appeals

Students not satisfied with the calculated refund may refer to the AERPI student complaint procedure which may involve an independent third party to adjudicate.

The conditions for refund and cancellation and the appeals process do not remove the student’s right to take action under Australia’s consumer protection laws.

31. Issues, Concerns or Complaints

AERPI adheres to the National Code of Practice Act 2007 for responding to complaints about VET and/or ELICOS quality at all times.

All issues, concerns and complaints within AERPI are handled the same way and as a matter of process are called a complaint. The internal complaints process must start within ten days of the complaint being lodged and will be at no cost to the complainant. The complainant will have their enrolment maintained during the complaints process.

Where verbal complaints are heard, they can be discussed with staff and preferably resolved. If there is a need to formalise the issue or to define the outcome, then the complaint can be documented on either the student management system, a Feedback and Complaints Form or a Continuous Improvement Request, either by the person initiating the complaint or by a relevant member of staff. All reasonable measures will be taken to finalize the process as soon as practicable.

The complaint process is:

<table>
<thead>
<tr>
<th>Informal complaint</th>
<th>Formal complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talk to Teacher or staff</td>
<td>Write your issue on a Feedback and Complaints form</td>
</tr>
<tr>
<td>We will discuss with you any action to be taken.</td>
<td>You will have a meeting with staff and you may bring a support person.</td>
</tr>
<tr>
<td></td>
<td>You will receive a written decision. You may appeal this decision.</td>
</tr>
<tr>
<td></td>
<td>You can seek advice and an external appeal through the Overseas Student Ombudsman. <a href="http://www.osos.gov.au">www.osos.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>Your enrolment will not change, you will not have to pay.</td>
</tr>
</tbody>
</table>

This information is included in the Student Orientation which all students undergo as part of the enrolment process.

All complainants must be identified. They cannot be anonymous because this is considered unfair and ongoing discussion cannot take place to resolve the issue. Information submitted to a staff member will be treated with respect and is to be taken in a positive way.

Any written issue, concern or complaint, irrespective of the nature will be forwarded to the Chief Executive Officer (or delegate) who must control the process and moderate the outcome for the benefit of the students. The CEO may delegate a staff member to act on his behalf. Any issue, concern or complaint made by a student must ultimately be recorded on a Continuous Improvement Request and submitted to the Chief Executive Officer (or his delegate) for registration and close out.

Any issue, concern or complaint will be considered and investigated fairly and objectively respecting student and/or staff rights. Students have the right to attend the investigation to present their case as well have a support person to assist.

Where the solution requires a documented change to procedures, The Chief Executive Officer will notify the Quality Assurance Manager of the change to ensure that the documents are appropriately updated. The final result of the issue, concern or complaint investigation must be given in writing to the complainant stating the outcomes and reasons for the decisions made, the actions to be taken and a record of the documentation is to be placed on the student file.

Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 10 working days of the end of the internal appeal process or decision. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au).

For all details of the internal and external complaints procedure please see AERPI Complaints and Grievances Policy on our website.

31. A. Appeals Following Warning or Intention to Report Letter, Concern or Complaint Decision

AERPI maintains a supportive and fair environment, which allows you to appeal an outcome provided this is done within one week of the decision date.

The appeal should be resolved as amicably as possible using this formal appeal process. The appellant will have their enrolment maintained during the appeal process. The appeals process must start within ten days. There will be no cost to the appellant of the appeals process.

In the first instance, the appellant must discuss the matter with the staff member who informed them of the decision, verbally or in writing. If this does not resolve the matter then the student should formally approach the Chief Executive
Officer in writing using the Feedback and Complaints form. This form can be obtained from any member of staff. All reasonable measures will be taken to finalize the process as soon as practicable.

The Quality Assurance Manager, will then record the complainant’s appeal in the Continuous Improvement Register and include the written notification on the student’s file. The Quality Assurance Manager should assemble information or documents, which will assist in the process, these could include:

- A summary of the issue, event or incident
- Relevant Institute records
- Complainant’s witness documents
- Any other supporting documents.

Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 10 working days of the end of the internal appeal process or decision. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information. The complainant may have a support person present when meeting with the independent party.

The Chief Executive Officer will then enact the recommendations of the Overseas Students Ombudsman. The recommendation and the final outcome of the appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made, including actions to be taken and a copy of the communication placed on the student’s file.

Where AERPI issues an Intention to Report Letter to report a student to the Department of Education-DIBP for unsatisfactory attendance or unsatisfactory progression the student may appeal the decision on the following grounds:

1. AERPI fails to record or calculate a student’s attendance or marks accurately
2. There are compassionate or compelling circumstances
3. AERPI has not implemented its intervention strategy or other policies according to its documented policies and procedures that have been made available to the student.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These can include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend class;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student’s studies;
- a traumatic experience which could include involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime; or where AERPI is unable to offer a pre-requisite unit.

If a student’s appeal is successful the result will vary. For example:

- If the appeal shows that there was an error in calculation, and the student actually met a satisfactory attendance rate and made satisfactory academic progress (successfully completed more than 50% of the course requirements for that study period), AERPI will take no action.
- If the appeals process shows that the student has not met a satisfactory attendance or made satisfactory academic progress, but there are compassionate or compelling reasons for the lack of progress, on-going support will be provided to the student and the report will not be made.

Again, students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 10 working days of the end of the internal appeal process or decision.

### 31. b. Appealing the Assessment of your VET Competence

As part of the national policy for Registered Training Organisations, you have the opportunity to appeal an assessment decision. To appeal against an assessment decision there is a defined procedure which your trainer will provide you with or you may obtain a copy of the procedure from an administrative staff member.

This procedure will reflect AERPI’s supportive and fair environment, which allows students to appeal their assessments and recognition decisions provided this is done within seven (7) working days of the assessment date. Appeals will be resolved as amicably as possible using this formal appeal process.

**Step 1** Discuss the assessment result with your teacher/trainer and present any evidence to support your appeal.

**Step 2** If this does not resolve the matter, or if the trainer does not agree with the basis of the appeal, then you should appeal to the Academic Manager using the Assessment Appeals form. The appeal should be made within seven working days of the original assessment decision being advised.

**Step 3** The trainer may wish to submit details of the student’s appeal to the Academic Manager using the Continuous Improvement form.

**Step 4** The Academic Manager will assemble the following information or documents:

- Past Student record
- Attendance registers
• Assessment tools and assessment data
• Any other supporting documents.
The Academic Manager will review all the documentation and discuss the appeal with the student and the trainer within 5 working days.

Step 5 If the Academic Manager is unable to resolve the appeal then the matter is to be referred to an independent assessor to whom the student may present their case.

Step 6 The Academic Manager will then proceed according on the recommendations of the independent assessor and communicate the finding to the student and the trainer.

Step 7 If the dispute cannot be resolved to the satisfaction of the parties, then the student may seek a formal review by the Overseas Students Ombudsman within 10 working days of end of the internal appeal process or decision.

Step 8 The Chief Executive Officer will then enact the recommendations of the Overseas Students Ombudsman.

Step 9 The submission and the final outcome of the appeal must be recorded and communicated to all parties in writing and a copy retained on the student’s file. The communication must contain the outcome of the appeal and the reasons for the decisions made.

32. Conduct

To ensure you gain the maximum benefit from your time with AERPI, Institute Management reserves the right to remove any person(s) who displays dysfunctional or disruptive behaviour.

Examples of when Disciplinary Action may be required to be taken include when a student:

• Fails to attend the required minimum number of classes for any course without reasonable explanation
• Brings onto, or consumes on AERPI premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
• Brings onto or consumes on AERPI premises any alcohol
• Is, or appears to be, under the influence of drugs or alcohol
• Damages or removes any property/resource of AERPI or any training venue hired by AERPI
• Assaults (physically or verbally) any person or persons on AERPI premises or any training venue hired by AERPI
• Fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on AERPI premises
• Exhibits any form of conduct whilst on AERPI premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
• Enters any part of AERPI premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave these premises.

Discrimination

AERPI provides you with a learning environment that is free from ALL forms of harassment and discrimination including bullying. Discrimination is unacceptable and will not be tolerated. If you make a complaint, or assist in the investigation of a complaint, you will be heard and not victimised. Harassment or discrimination should not be confused with legitimate comment and advice given appropriately by Institute trainers or staff.

If you experience or observe what looks like discrimination, talk to a Institute staff member immediately so that the situation can be considered and appropriate action can be taken. To access the Anti-Discrimination Act go to www.lawlink.nsw.gov.au or ask the Institute Quality Assurance Manager to show you the Institute copy of the Act.

Sexual harassment

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned by a person. If a reasonable person world has seen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then it is viewed as sexual harassment.

If any student or member of staff is found to be involved in any form of discrimination or harassment then that person could face disciplinary action as detailed in the Institute policies and procedures. Depending on the level and nature of the discrimination or harassment, the person involved could face charges within the NSW legal system.

33. Disciplinary Procedure for Non-Compliance with Institute Rules

AERPI will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all students and staff.

If there is an issue or behaviour that involves you the Student Support Officer (SSO) will contact you to discuss the problem and come to a solution. The actions arising from this discussion will be documented and signed by the SSO. You will be provided with a copy and the SSO will retain a copy until the timelines of the action have passed.

If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with your Student Support Officer or the Academic Manager to discuss this issue further and to make you aware of the complaints procedure. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.

Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to
rectify the issue or behaviour. A copy of this letter will be added to your personal file.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution. At all stages of the disciplinary process AERPI recommends that a support person of your choice accompanies you.

34. Taking Leave when Ill
If you are ill we recommend that you see a doctor. In Australia, you do not go to a hospital unless it is an emergency. You should go to a doctor who has a surgery in your area. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC membership card or book. Don’t forget to take your OSHC membership card when you go to the doctor’s surgery. If you cannot leave the house, you can ring the Doctor’s receptionist and ask if the Doctor will visit you at your home. This will be more expensive.

If you cannot come to Institute, you should ask the doctor to give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don’t forget to give your medical certificate to the Institute Reception when you return to class or send it by email to info@aerpi.edu.au. You keep the original certificate and AERPI will place a copy on your file.

In Australia, if you seek medical assistance from a doctor or hospital you may be required to pay an additional service charge that is not covered by your health insurance. When you get a bill or receipt for medical service, you can apply for a refund from your health insurance provider. Students who take sick leave must bring a doctor’s certificate to the Institute on their return. Please note, sick leave is only granted in the case of major illness (see below) and is at the discretion of the Academic Manager.

35. Approved Leave
International students on student visas may apply for leave from their studies in certain circumstances, which would normally be significant, beyond the student’s control and have an impact on the student’s course progress or wellbeing.

The circumstances may include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- loss of a close family member such as a sibling, parent or grandparent
- major political upheaval or natural disaster in the student’s home country requiring emergency travel, which has impacted on the student’s studies
- a traumatic experience, which could include involvement in or witnessing of a serious accident or witnessing or being a victim of a serious crime
- lack of availability of a prerequisite unit
- inability to begin studying by the course commencement date due to delay in receiving a student visa.

In the event where leave is granted, the student is responsible for completing assessment tasks and failure to do so will attract re-assessment fees.

DIBP does not accept weddings, work purposes, pregnancy and child birth, cultural and religious activities as acceptable reasons for leave. Further the length of Approved Leave is to be strictly in keeping with the reason for the leave. Students must apply for approved leave in advanced, in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate and return air tickets.

If leave is requested beyond 2 weeks, students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. AERPI will notify DIBP via PRISMS.

36. Deferral or Suspension of Studies
In accordance with Standard 13 of the National Code, an overseas student may defer the commencement of studies only on the grounds of serious illness or injury, evidenced by a medical doctor’s certificate, or compassionate and compelling circumstances beyond the control of the student e.g. bereavement. If a student defers or suspends their studies their student visa may be affected and AERPI must notify DIBP. If the end date of the CoE is affected AERPI will issue a new CoE.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These can include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend class;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student’s studies;
- a traumatic experience which could include involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime; or
- where AERPI is unable to offer a pre-requisite unit.

Students may request to suspend their studies during the course based on the same evidence.

37. Privacy and Confidentiality
AERPI is committed to protecting the privacy of your personal information.
You have the right to see and review your personal file at any time provide you organise it with the Registrar with two days’ notice. Please complete the Record Access Request Form (Form 04). We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

AERPI will exercise strict control over confidential information. If a third party requires student information your written consent must be presented for the Chief Executive Officer to the release of any information.

As an international student, your personal details and student records will, on request, be made available to:
- Commonwealth government agencies
- State government agencies and
- The fund manager of the ESOS Assurance Fund.

This is because as an Institute, we are required by several Australian Laws (the ESOS Act 2000, ESOS Regulations 2001 and the National Code Act 2007) to inform DIBP about: changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance. AERPI will use personal student data when asked in order to fulfil State and Commonwealth Government reporting and statistical obligations.

38. Welfare and Guidance Services
AERPI endeavours to provide welfare and guidance to all students. In the first instance, you should speak with the Student Support Officer on any matter that you may be worried about:
- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue.

39. Homestay and Accommodation
If requested AERPI will provide details of a range of accommodation options through an agency in Sydney. If required AERPI will provide booking assistance. However AERPI is not responsible for and makes no guarantees about accommodation services or costs.

One type of accommodation is Homestay. This means that you will stay with an Australian family who will provide you with an agreed number of meals a day. If you are interested in this option you can download the accommodation form from our website.

Usually the telephone bill is not included in the homestay fees. You must have permission from your Homestay family when you wish to make a phone call. If you wish to change your Homestay, you must have an interview with our Student Support Officer. If you have any questions or any doubts during your stay, speak to your family first.

40. Living in Sydney
Sydney is the largest city in Australia with a population of 4.4 million people. In September 2000 Sydney gained world attention as the host of the Sydney 2000 Olympic Games. It is a cosmopolitan city, which offers a varied selection of entertainment, food, restaurants, shopping and sightseeing. Students are ideally placed to take advantage of it all.

We estimate that an international student requires a minimum of AUD 15,000 to AUD 18,000 for living expenses for each academic year. Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least AUD 1,500.

40. a. Estimates of Rental Accommodation
These rental averages are per week:

**Boarding Houses**
Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. You can expect to pay about AUD150 – AUD250 per week for a single or shared room in a boarding house.

**Rent Apartments/Flats per week**

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Cost per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 bedroom</td>
<td>AUD380 – AUD550</td>
</tr>
<tr>
<td>2 bedroom</td>
<td>AUD450 – AUD750</td>
</tr>
<tr>
<td>2/3 bedrooms</td>
<td>AUD500 – AUD950</td>
</tr>
</tbody>
</table>

40. b. Cost for full board accommodation
Some students select full board accommodation. Full board consists of a single room in a private home where the householder provides meals for you, and you share the life of the family. This is a good way for international students to improve their English and learn the culture quickly. If notice is provided a “home stay” with an Australian family can be organised by AERPI. The cost on average for accommodation and three meals a day is AUD 225 to AUD 300 per week.

40. c. Cost of Utilities
Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial cost of connecting these basics is as follows in the next page:

Service                        | Contact  
-------------------------------|----------
To phone AERPI                | 02 9435 1523
EMERGENCY contact (after business hours) | 0412 688 789
The Overseas Students Ombudsman investigates | www.oso.gov.au
It has become apparent that the student is unsuited to the course to which they were enrolled.

It is acknowledged that it is in the student’s best interest to study with another provider, (for example there are pressing reasons why the student needs to move to another city).

Prior to releasing a student under any of the circumstances listed above the student must have a valid Letter of Offer and/or Confirmation of Enrolment from another provider

Prior to releasing a student to study at another Institute the Administrative office must authorise there is no monies owed to the Institute by the student

41. b. Circumstances for No Student Release

Under the following circumstances AERPI would not consider providing a letter of release:

- The student has not given the course for which he/she was originally enrolled a reasonable period of time to see if it meets his/her needs.
- The student wishes to enrol in another course to be with family or friends.
- The student wishes to enrol with another provider because they are cheaper.
- The transfer is considered detrimental to the student’s education or welfare.
- The student does not have a valid Letter of Offer and/or Confirmation of Enrolment from another provider.
- The student has an outstanding debt to the Institute for text, material costs or tuition fees.

41. c. Procedure for Requesting a Student Release

The student submits a written request to Reception or Student Support Officer with two weeks’ notice, stating that he or she requests a transfer to another provider and gives the reason for the request.

Please note that students may not generally transfer to another provider in the first 6 months of their course unless approved by the CEO and only in exceptional circumstances.

If the Institute agrees to the student’s request, the Institute will calculate any amount of tuition fees that are owing to the student for the study not yet received and the student will be advised of the amount. It is the responsibility of the student to provide the correct bank details of the other provider.

If the student is unhappy with the outcome, he/she may access the Institute’s complaints and appeals procedure by completing a Feedback and Complaints Form.

42. Grievance Policy

If you are not happy with any aspect of your time at AERPI, tell someone. If there is a problem with your course, your trainer will value your feedback. However, if you do not want to discuss this with your trainer any staff member can help you. Please see Issues, Concerns and Complaints above.
If you are not happy with the decision made about your complaint or the resulting actions you can go to the Overseas Student Ombudsman for all concerns. You may also contact the Department of Fair Trading, call 13 32 20 (8.30am to 5pm, Mon - Fri) for financial concerns.

The fact that you are complaining about the Institute will not affect your enrolment.

43. Social Events at AERPI
Excursions and Recreation
Excursions are a valuable part of your time at AERPI and your attendance is recorded during them. They are also connected to topics that you are studying in class. You should go on excursions because:

- You will be able to see and find out more about Australia.
  It is an opportunity to practice your English in a less formal setting.
- It is a chance to make new friends.

If we have demand, we can organise extra curriculum activities for our students. These include BBQ’s, visits to restaurants and pubs, discos, cinemas, the theatre, museums and sporting activities.