



AIUFE

AUSTRALIAN INSTITUTE
OF LANGUAGE AND
FURTHER EDUCATION

Student Handbook

Version 009

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Student Handbook

Welcome to the AILFE Student Handbook. This guide is designed to provide you with a comprehensive overview of the various support services available to you during your educational journey. Whether you are just starting, halfway through your course, or nearing completion, this guide aims to assist you in accessing the necessary resources to enhance your learning experience, overcome challenges and succeed academically and personally.

Our goal is to ensure that every student is fully supported not only in achieving their educational goals but also in maintaining well-being throughout their studies. This guide outlines both the services provided directly by our RTO and those available through national networks and local organisations. By familiarising yourself with these services, you can take full advantage of the support on offer to navigate your educational pathway effectively.

How to Use this Guide

This guide is structured to be user-friendly and straightforward, allowing you to quickly find the information and services you need.

Start with the **Table of Contents** at the beginning of this guide. It lists all the support categories and services, providing you with a quick overview of what is available.

If you are accessing this guide digitally, use the 'Find' function to find specific services or support topics instantly.

Each section of the guide is dedicated to a different area of support, such as training support services, specialised support for disabilities, flexible learning options, and more. Sections begin with a brief introduction about the available services and how they can benefit you.

Detailed descriptions include how to access each service, whom to contact, and any necessary steps or eligibility criteria. For digital users, clickable links are provided directly to service applications or more detailed online resources.

Local and national service information is provided with contact details and operational hours to ensure you can reach out at your convenience.

We encourage you to explore this guide thoroughly and use the support services available to enhance your learning experience.

If you have any questions or need further assistance, please do not hesitate to contact our **Student Services** team below:

Student Services	
Contact Number:	(08) 9221 1668
Email:	studentservice@ailfe.wa.edu.au
Address:	Level 3, 100-104 Murray Street Perth WA 6000
Hours of Operation:	8:30am – 5:00pm, Monday to Friday (excluding Public Holidays)

Emergency Contacts and Useful Links

Quick access to critical contact information and helpful online resources.

Keep this information handy for quick access in times of need. Your safety and wellbeing are our top priorities.

Emergency Contacts	
Company	Details
Triple Zero (000)	For immediate assistance from Police, Fire or Ambulance services.
Police Assistance Line	For non-urgent police assistance 131 444
1800 RESPECT	24/7 counselling and support for sexual assault and domestic violence. 1800 737 732 www.1800respect.org.au info@1800respect.org.au
Australian Red Cross 1800 RED CROSS	Emergency assistance and resources. 1800 733 276 www.redcross.org.au contactus@redcross.org.au
Beyond Blue	24/7 support for anxiety, depression, and suicide prevention. 1300 22 4636 www.beyondblue.org.au info@beyondblue.org.au
Fair Work Ombudsman	Information and advice about workplace rights and obligations. 13 13 94 www.fairwork.gov.au info@fairwork.gov.au
Headspace	National youth mental health foundation. 1800 650 890 www.headspace.org.au headspace@headspace.org.au
Kids Helpline	24/7 counselling service for young people aged 5 to 25. 1800 55 1800 www.kidshelpline.com.au counsellor@kidshelpline.com.au
Lifeline Australia	24/7 crisis support and suicide prevention services. 13 11 14 www.lifeline.org.au info@lifeline.org.au
National Legal Aid	Free legal advice and services. See the website for specific contact details for each State & Territory: www.nationallegalaid.org/contact

Emergency Contacts	
Poisons Information Centre	24/7 advice on the management of poisonings, bites, and stings. 13 11 26 www.poisonsinfo.nsw.gov.au info@poisonsinfo.nsw.gov.au
Study Assist Services Australia	Information on Australian Government assistance for financing tertiary study. 13 24 90 www.studyassist.gov.au
Suicide Call Back Service	Telephone, video and online counselling to people 15 years and older who are affected by suicide. 1300 659 467 www.suicidecallbackservice.org.au

Support Services – Definitions

Definitions	
Term	Definition
Access and Equity	Principles guiding the provision of education that ensure all students, regardless of background or personal circumstances, have equal opportunity to achieve successful educational outcomes.
Cultural Safety	About the experience of the individual. It is an outcome based on respectful engagement that recognises and strives to address power imbalances inherent in society.
Disability	As defined under the <i>Disability Discrimination Act 1992</i> , this term encompasses any condition that impairs a person's physical, mental, or sensory abilities. These could include long-term conditions or temporary impairments.
Inclusive Curriculum	An approach to curriculum development that ensures educational content and delivery methods are designed to be accessible to all students, regardless of their abilities or disabilities.
Mental Health	A state of wellbeing that enables you to deal with what life throws at you. It is about feeling resilient, enjoying life and being able to connect with others
Reasonable Adjustments	Modifications or measures that are required to be made to allow students with a disability to participate in education on the same basis as other students. These adjustments are deemed 'reasonable' if they do not impose an undue hardship on the institution providing them.
Wellbeing	The health of the whole person – physical, mental, social and emotional.

Student Rights and RTO Responsibilities

Every student, regardless of disability, has the right to access and participate in education and training opportunities. This includes the right to reasonable adjustments to facilitate their education on the same basis as students without disabilities.

Students with disabilities have the right to learn in an environment free from discrimination, which includes direct discrimination (less favourable treatment) and indirect discrimination (imposing unreasonable requirements or conditions).

AILFE's Responsibilities

AILFE is required to make reasonable adjustments to ensure that students with disabilities can participate in education on the same basis as other students. These adjustments should be made in consultation with the affected student and could include changes to the course delivery, learning materials, and assessment methods.

AILFE does not discriminate against students on the grounds of disability. This includes both admissions and during the course of education, covering areas such as access to facilities, participation in courses, and assessment of performance.

AILFE is responsible for consulting with students with disabilities to determine suitable adjustments and ensuring that all communication about available support and adjustments is clear and accessible.

AILFE has implemented and maintained policies and procedures that uphold the rights of students with disabilities. These policies promote inclusion, detail the process for requesting adjustments and outline the procedure for handling complaints regarding discrimination.

How to Approach Services

Consider the following steps to find and access the right service for your needs.

- 1. Identify Your Needs** Determine the type of support you require, such as mental health services, financial aid, or legal advice.
- 2. Research Services** Use the provided list to identify the service that best fits your needs. Visit their website for more detailed information.
- 3. Prepare Information** Have relevant information ready when you contact the service, such as personal identification, details of your situation, and any specific questions you have.
- 4. Contact the Service** Use the contact details provided (phone, email, or website) to reach out to the service. For immediate assistance, phone contact is often the quickest method.
- 5. Follow Instructions** Follow any instructions given by the service provider, whether it's filling out forms, attending an appointment, or accessing online resources.
- 6. Use Online Resources** Many services offer online resources such as articles, videos, and self-help tools that you can access at any time. Make use of these materials to gain additional support.
- 7. Seek Feedback** After accessing a service, seek feedback if available. This can help improve your experience and ensure you receive the best support possible.
- 8. Stay Informed** Keep track of any follow-up actions or appointments and stay informed about the services you are using to ensure continuous support.

Remember that our Student Services team is available to assist you!

General Support Services

AILFE is dedicated to providing comprehensive support to ensure that all students can successfully engage with their studies and achieve their educational goals. The following sections detail some of the key support services available.

For more information or for assistance to access any these services, please contact our Student Services team.

Accommodation Assistance

AILFE recognises that secure and suitable accommodation is essential for students to focus on their studies and overall wellbeing. You can search for student accommodation across Australia at www.student.com/au.

Residential Tenancy Support

Tenancy support services are available across Australia.

Residential Tenancy Support	
ACT	Legal Aid ACT..... www.legalaidact.org.au (02) 6243 3411
NSW	Tenants' Union of NSW www.tenants.org.au (02) 8117 3700
NT	Darwin Community Legal Service www.dcls.org.au (08) 8982 1111
QLD	Tenants Queensland https://tenantsqld.org.au 1300 744 263
SA	Adelaide Benevolent Society https://adelaide.org.au (08) 8223 7566
TAS	Tenants' Union of Tasmania..... https://tutas.org.au (03) 6223 2641
VIC	Tenants Victoria https://tenantsvic.org.au (03) 9416 2577
WA	Tenancy WA www.tenancywa.org.au (08) 6263 8555

Cost of Living

A cost-of-living calculator on the Study Australia website has been designed to assist prospective and current students in estimating their likely cost of living:

<https://costofliving.studyaustralia.gov.au>

Services for Homelessness	
Australian Red Cross 1800 RED CROSS	1800 733 276 www.redcross.org.au/services/homelessness-services

Financial Assistance & Scholarships

AILFE recognises that financial constraints can be a barrier to education and training. To support students in accessing and completing their studies, a range of financial assistance and scholarship opportunities are available. These options can help with tuition fees, living expenses, study materials, and other associated costs.

Students may be eligible for financial support through government-funded programs, including:

- Centrelink Student Payments – Payments such as Youth Allowance, Austudy, and ABSTUDY provide financial assistance to eligible students.
- VET Student Loans – Certain eligible courses may offer access to VET Student Loans to assist with tuition fees.
- Jobs & Skills WA, Skills First (Victoria), Smart & Skilled (NSW), and Other State-Based Funding – Many states provide subsidised training for eligible students.
- Apprenticeship and Traineeship Support – Financial incentives are available for students undertaking apprenticeships and traineeships.

Emergency and Hardship Assistance

For students facing unexpected financial difficulties, AILFE may provide:

- Student Hardship Grants – One-time financial support for students in crisis situations.
- Flexible Payment Plans – Options to spread tuition and materials costs over time.
- Referral to External Support Services – Assistance in connecting with financial counselling and emergency relief programs.

Students are encouraged to explore their financial assistance options early. Application processes vary depending on the funding or scholarship provider, and eligibility criteria must be met. For guidance on available options and how to apply, students can contact AILFE's Student Services team.

Food Services

Food Services	
Foodbank Australia	(02) 9887 4144 www.foodbank.org.au
OzHarvest	1800 108 006 www.ozharvest.org
Salvation Army Australia	13 SALVOS (137 258) www.salvationarmy.org.au

Legal Services

Access to legal services is essential for students who may encounter legal issues related to tenancy, employment, visas, consumer rights, discrimination, or other personal matters. Various legal aid services and community legal centres provide free or low-cost legal advice and representation across Australia.

Legal Aid Offices		
ACT	1300 654 314.....	www.legalaidact.org.au
NSW	1300 888 529.....	www.legalaid.nsw.gov.au
NT	1800 019 343.....	www.ntlac.nt.gov.au
QLD	1300 651 188.....	www.legalaid.qld.gov.au
SA	1300 366 424.....	www.lsc.sa.gov.au
TAS	1300 366 611.....	www.legalaid.tas.gov.au
VIC	1300 792 387.....	www.legalaid.vic.gov.au
WA	1300 650 579.....	www.legalaid.wa.gov.au

Students are encouraged to seek legal advice early to prevent issues from escalating. Free online legal information is also available via government and advocacy websites.

Translation

The Translating and Interpreting Service (TIS National) helps students to access interpreting services.

(TIS) National has a phone interpreting service which is available 24 hours a day, every day of the year. The service is available to any individual or organisation in Australia.

Translating and Interpreting Service		
TIS National	131 450.....	www.tisnational.gov.au

Transport Assistance

Each Australian state and territory has a public transport system offering discounted travel for students. Students are encouraged to check their eligibility for concession fares and apply for relevant travel cards or passes. To access student concessions, students may need to:

1. Apply for a student transport card or concession card.
2. Provide proof of enrolment at a registered training provider.
3. Comply with any conditions related to the use of concession fares.

State Transport		
ACT	Transport Canberra.....	https://www.transport.act.gov.au/
NSW	Opal Card.....	https://transportnsw.info/tickets-fares/opal
NT	Northern Territory Transport.....	https://nt.gov.au
QLD	TransLink (Go Card).....	https://translink.com.au

State Transport		
SA	Adelaide Metro	https://www.adelaidemetro.com.au/
TAS	Metro Tasmania	https://www.metrotas.com.au/
VIC	myki Card	https://transport.vic.gov.au/
WA	Transperth SmartRider	https://www.transperth.wa.gov.au/

For students living in regional or remote areas, additional transport options may be available, including:

- Regional bus services connecting rural areas to major cities; or
- Government-funded travel subsidies for eligible students.

Discuss your options with our Student Services team.

Work and Employment

Work and Employment		
Workforce Australia	136 268	https://www.workforceaustralia.gov.au/

Overseas Students

The WIL to Work program offers online module credentials and resources supporting international students to succeed in their work integrated learning.

<https://international-students.acen.edu.au>

Study Australia Employability Hub provides international students with tools and information to enhance employability and job readiness, including a career matching tool, Study Australia Industry Experience Program, and other resources.

<https://www.studyaustralia.gov.au/en/work-in-australia>

Wellbeing Support Services

Your wellbeing is a priority at our RTO, and we offer a variety of services to support your mental and physical health. Our wellbeing services aim to create a balanced and healthy lifestyle, enabling you to thrive both academically and personally.

Mental Health Support

Participate in workshops designed to help you manage stress, develop resilience, and maintain a healthy work-life balance.

Regular mindfulness and meditation sessions are available to help you relax and focus.

Physical Health Programs

Engage in fitness programs and activities that promote physical health and well-being, including Yoga, Pilates and group exercise classes.

Access routine health screenings and advice from health professionals to monitor and maintain your physical health.

Holistic Wellbeing

Receive guidance on healthy eating habits and nutrition to support your overall wellbeing.

Join community events and social activities that foster a sense of belonging and connectedness within the RTO community.

For more information or to access these services, please contact our Student Services team.

Counselling Services

We understand that students may face a range of personal, career, and academic challenges during their studies. Our counselling services are designed to provide you with the support and guidance needed to navigate these challenges and achieve your goals.

Personal Counselling

Our professional counsellors offer a safe and confidential environment to discuss personal issues, stress, anxiety, and other mental health concerns.

Immediate support is available for students' experiencing crises or urgent mental health issues.

Career Counselling

Counsellors can assist with career planning, helping you identify your strengths, interests, and career aspirations.

Get help with resume writing, interview preparation, and job search strategies to enhance your employability.

MyFuture

Career information and resources.

1800 227 337 | www.myfuture.edu.au | myfuture@esa.edu.au

Academic Counselling

Our counsellors provide guidance on effective study techniques, time management, and exam preparation.

Receive advice on course selection, academic progression, and strategies for overcoming academic challenges.

For more information or to access these services, please contact our Student Services team.

Mental Health

Relaxation and Mindfulness

Relaxation and mindfulness techniques provide adult students with enhanced focus, reduced stress, and improved cognitive function, making learning more effective. By incorporating practices such as deep breathing, meditation, and guided imagery, students can improve concentration, memory retention, and emotional resilience. These techniques help manage academic pressure and anxiety, fostering a more positive and motivated approach to learning. Additionally, mindfulness supports better sleep, emotional regulation, and adaptability, ensuring students can balance their studies with work and personal responsibilities.

Beyond academic benefits, relaxation and mindfulness contribute to overall well-being by reducing physical stress symptoms like headaches and muscle tension, promoting better mental and physical health. Regular practice encourages a growth mindset, increasing perseverance and problem-solving skills. Simple strategies such as mindful breathing, journaling, and stretching help students stay engaged and motivated, ultimately enhancing their academic performance, emotional stability, and quality of life:

- Mindful breathing – Taking slow, deep breaths to calm the nervous system.
- Body scans – A technique that helps release physical tension and improve self-awareness.
- Journaling – Writing thoughts and reflections to process emotions and improve focus.
- Short meditation breaks – 5-10 minutes of guided meditation to reset the mind.
- Stretching or light exercise – Helps relieve physical tension and refresh the mind.

A large range of audio and video relaxation and mindfulness resources are available via [YouTube](https://www.youtube.com/results?search_query=Relaxation+and+Mindfulness):

[www.youtube.com/results?search_query=Relaxation+and+Mindfulness \](https://www.youtube.com/results?search_query=Relaxation+and+Mindfulness)

Mental Health Crisis Support

Here's how you can get support across different states and territories in Australia.

State Mental Health Line		
ACT	Mental Health Line.....	1800 629 354
NSW	Mental Health Line.....	1800 011 511
NT	Mental Health Line.....	1800 682 288
QLD	1300 MH CALL.....	1300 642 255
SA	Mental Health Triage Service.....	131 465
TAS	Mental Health Services Helpline	1800 322 388
VIC	Lifeline.....	131 114
	Beyond Blue	1300 224 636
	Suicide Call Back Services.....	1300 659 467
WA	Mental Health Emergency Response Line	Metro - 1300 555 788
	Mental Health Emergency Response Line	Peel - 1800 676 822

Sexual Health

Sexual Health and Relationships Education provides free sexual health and relationship education resources.

<https://share.ceh.org.au>

Volunteering

Volunteering is when you donate your time to help an organisation that supports people in need, or a cause that you care about. Volunteers do not receive a financial gain although costs such as transport can sometimes be recovered so that you are not out of pocket. Volunteering is a great way to build your skills and become job ready.

Research has found that people who volunteer have better mental wellness. One study found that those who volunteer report higher levels of satisfaction with their lives and health. According to Head to Health, volunteering can also reduce anxiety and depression.

Find out about volunteering opportunities near you via Volunteering Australia:

<https://www.volunteeringaustralia.org/#/>

Student Support Services

Pre-Enrolment Materials

To assist prospective students in making informed decisions about their courses, AILFE provides detailed pre-enrolment materials. These materials include course outlines, entry requirements, career prospects and practical information about study modes and durations.

You can access these materials on our website www.ailfe.wa.edu.au. Our Admissions team is available to guide you through the selection process and answer any queries you might have regarding your course options.

Orientation

It is important for all students to be familiar with AILFE's course requirements, information and the services available. Orientation will be held on your first day of commencement.

Attending Orientation will help you find your way around campus, and provide an introduction to your course, the staff and all the services available to you. It is the perfect opportunity for you to familiarize yourself with AILFE and to obtain important information about what to expect during your studies. Orientation will ensure that you are well equipped to begin studies.

It is mandatory that you attend Orientation! Students who cannot attend orientation must notify AILFE prior to the commencement date.

Remember to bring:

- Your Letter of Offer
- Photo Identification: Passport / Drivers Licence...etc.
- Stationery and water bottle

Please arrive on time! You will need to be at AILFE by 8:30am for the Orientation.

Orientation Procedure:

1. Head over to Reception and notify our friendly Student Services team
2. Form filling (USI form, SmartRider form...etc.)
3. PowerPoint presentation (get to know more about AILFE)
4. Photo to be taken for student card
5. Campus tour (get to know more about AILFE facilities)
6. Commence class

Tutorial Support

For additional tutorials, including online tutorial support, or for one-on-one time with trainers and assessors, please contact our Student Services team, we will make arrangement with your trainer and assessor.

Foundation Skills - Language, Literacy, Numeracy and Digital Literacy (LLND) Programs

Recognising the fundamental role of foundation skills in all aspects of study and employment, our RTO offers dedicated programs to help students develop these essential skills.

These programs cover a range of areas, from basic reading and writing skills to more advanced numeracy and critical thinking skills. They are particularly beneficial for students who require additional support in these areas to successfully complete their coursework.

Student can contact our Student Services team for the details about the language, literacy, and numeracy support available. Support is tailored to meet individual needs, ensuring that all students can fully engage with their course content and assessments.

By providing these support services, AILFE ensures that every student has access to the resources and assistance they need to succeed in their chosen educational pathways. Whether you are just starting your journey with us or looking to enhance your existing skills, our range of support services is here to help you every step of the way.

More Information & Support

International Student Services Directory

While the International Student Services Directory is designed for international students, the directory contains extensive information about support services that are also relevant for domestic students. The virtual map allows you to find out information relevant to your state or territory.

<https://www.isengagement.org/virtual-map>

National Student Ombudsman

The National Student Ombudsman (NSO) works with students and higher education providers to resolve student complaints. The NSO is independent and impartial with powers to investigate a broad range of issues, such as student safety and welfare, including gender-based violence.

National Student Ombudsman 1300 395 775..... <https://www.nso.gov.au/>

Feedback and Updates

Providing Feedback

We value your input and encourage all students to provide feedback on this guide and the support services offered by AILFE. Your insights help us improve and ensure that we meet your needs effectively. Here's how you can provide feedback:

In-Person

Share your feedback directly with any of our Student Services team during office hours. We are always happy to listen to your suggestions and discuss any concerns you may have.

Email

Send your feedback directly to our Student Services team at studentservice@ailfe.wa.edu.au. Please include "Support Services Feedback" in the subject line to help us address your feedback promptly.

By providing feedback and staying informed about updates, you can help us maintain a high standard of support services and ensure that this guide continues to be a valuable resource for all students.

Department of Home Affairs (DHA)

The Department of Home Affairs is an Australian Government department responsible for national security, immigration, citizenship, border security, emergency management, and multicultural affairs. International students are able to find the information about the student visa on their website.

Department of Home Affairs 131 881 <https://immi.homeaffairs.gov.au/>

Unique Student Identifier (USI)

Your **Unique Student Identifier (USI)** is your personal education number required for all nationally recognised study, including university and vocational education and training (VET). You are able to create your USI on their website.

Australian Government USI <https://www.usi.gov.au/>

College Rules and Student Behaviour

Alcohol or Drugs

Consumption of alcohol or drugs is strictly prohibited on campus.

Smoking

Smoking is not allowed inside the building. If you wish to smoke, kindly head to the nearest outdoor area.

Eating and Drinking

No food and drinks in the classroom except bottled water.

Student Lounge

Microwave, fridge, filtered water and kettles are available for student use. It is your responsibility to keep the student lounge area clean. Please remember to clean up after yourself.

Holiday and Sick Leave

If you wish to apply for a leave of absence for more than one (1) week, you must complete a *Student Request Form* available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

In the case of illness, please provide a copy of your Medical Certificate to the Student Services Officer within two (2) days of returning to your studies. AILFE may consider granting the leave on compassionate or compelling circumstance for up to two (2) weeks. If the student is absent for more than two (2) weeks, the student should apply for a deferment.

English Language on Campus

AILFE values and respects the diverse linguistic backgrounds of all students. However, to ensure safety, inclusivity, and clear communication across our community, students are encouraged to use English while on campus. This practice helps create a supportive environment where everyone can participate fully in academic, social, and wellbeing activities.

Mobile Phones

The use of mobile phones is strictly prohibited during class. Kindly turn your mobile phones to silent during class.

Academic Dishonesty

Academic dishonesty is defined as deliberately using or attempting to use unauthorised resources from the Trainer and Assessor or others, using information, or study aids such as mobile phones, hand written notes in any assessment, copying another student's work, submitting work for an in-class exam that has been prepared in advance or representing assessments that were prepared by another person as one's own work, therefore, violating the rules governing the assessment process.

At AILFE, academic dishonesty is a serious breach of AILFE's *Code of Conduct*. Examples of academic dishonesty include:

- Word for word copying of sentences or paragraphs from one or more sources;
- Close imitation of a text or idea with or without referencing;
- Another person assisting in the production of an assessment submission without the express requirement, consent or knowledge of the assessor;
- Asking another person to prepare and or submit an assessment on your behalf;
- Downloading content from the internet and submitting it on an 'as is' basis;
- Using notes, mobile, input from others, or other unauthorised resources without permission during and assessment; and/or
- Knowingly letting another student submit all or part of your work as their own.

Assessments completed dishonestly or by improper means are considered plagiarised. Students must not submit assessments that are not entirely their own work. Students must not assist others or accept assistance from others for individual work.

Attitude in Class

Rudeness, disobeying rules, or not creating a positive learning environment is a breach of AILFE's *Code of Conduct*. You will be asked to leave the class and will receive a formal written warning. We do not tolerate any kind of religious, racial or sexual discrimination. If you feel discriminated against, please contact the *Student Services* team immediately.

Respect Others

Students are required to:

- Respect other people's rights to hold different positions and views;
- Respect other people's beliefs, nationality, religion, age, associations and gender;
- Do not use offensive language; and
- Maintain an environment suitable for study and work free of interruption.

Key Policies and Procedures

All key Policies and Procedures are available for students on the AILFE website here:

- <https://www.ailfe.wa.edu.au/policies-and-procedures>
- <https://www.ailfe.wa.edu.au/currentdownloads>

Students can also contact our *Student Services* team via email or visit our reception to request a copy. Our Student Services team will send you an email that contains the details of how to access all of AILFE's key policies and procedures.

Deferring, Suspending or Cancelling Enrolment

Students can defer or suspend enrolment due to compassionate and compelling circumstances by completing the *Enrolment Variation Form (EVF)* available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

Prior to Commencement

The student is required to complete an *Enrolment Variation Form*, indicating the reason for the deferral. This request must be made in writing and addressed to the Student Services Officer. Additional supporting documentation may be required.

After Commencement

If the student wishes to apply for a deferral or suspension of their studies, supporting documentation must be provided along with the signed *Enrolment Variation Form*, e.g. Medical Certificate, Police Report or Death Certificate etc. The student will receive notification in writing of the result of their request within five (5) working days.

If the student wishes to withdraw or cancel their enrolment after commencement of their studies, an *Enrolment Variation Form* is required to be completed with all supporting documents attached. An international student that has not completed the first six (6) months of their principal course are advised to speak to the Student Services Manager before obtaining a Letter of Offer from an alternative provider.

For more details, please refer to AILFE's *Enrolment Policy and Procedure* available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

In certain circumstances, when a student:

- Breaches AILFE's enrolment conditions;
- Conducts serious misbehaviour;
- Fails to meet the course progress requirement;
- Is issued with a Notice for non-payment of outstanding fees;
- No longer holds a valid Visa; and/or
- Does not commence their course within fourteen (14) days of the commencement date on their CoE;

the student may be suspended or their enrolment cancelled. Once the suspension or cancellation is processed, AILFE will notify the *Department of Home Affairs* via PRISMS within fourteen (14) days of the termination.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Recognition of Prior Learning (RPL) and Credit Transfer (CT) takes into account previous study, work and life experience and measures this against the course in which they are enrolled, credit may be granted towards certain units. A student who believe they may be eligible for RPL or CT should refer to the *RPL and Credit Transfer Discussion Procedure* on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

A fee of \$250 per unit will be charged for processing the RPL request.

Late Submission and Resubmissions

Late submission penalties are applied for equity reasons to avoid an unfair advantage and a delay in the marking. A late penalty will be applied if the submission is after the due date as given in the assignment specification or a later date agreed to by the trainer for an extension of time request. A \$50 per assessment fee will apply if submitted after the specified date. This fee must be paid at reception prior to submitting the assessment.

If a student is absent for the scheduled practical session and there are no compelling or compassionate grounds to explain the absence, the student will be given a chance to re-sit their assessment. A \$50 fee per assessment will apply and this fee must be paid at reception prior to the student re-sitting the assessment.

The student will receive a re-assessment opportunity if the student has not achieved a Competent (C) or Satisfactory (S) result after three (3) attempts. A \$200 per re-assessment fee applies.

For more details, please refer to AILFE's *Assessment Policy and Procedure* available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

Assessment Policy and Procedure

At AILFE, assessments are designed to measure whether students have achieved the required knowledge and skills for their course. Assessments may include written tasks, practical demonstrations, projects, case studies, and class participation, depending on the unit of study.

All assessments are conducted in accordance with the principles of fairness, validity, reliability, and flexibility. Students will receive clear instructions about each assessment, including the due date, assessment criteria, and submission requirements. Trainers and assessors will provide constructive feedback to support learning and improvement.

Students are expected to complete and submit their own work by the due date. Extensions may be granted in cases of compassionate or compelling circumstances, provided appropriate evidence is supplied. Late submissions without approval may attract penalties in line with AILFE's policy.

If a student is assessed as **Not Yet Competent (NYC)**, they will be given the opportunity for resubmission or reassessment, as outlined in AILFE's Student Handbook. Additional fees may apply after the third attempt.

Academic integrity is essential — plagiarism, cheating, or collusion are considered serious breaches of AILFE's *Code of Conduct* and will result in disciplinary action.

For more details, please refer to AILFE's *Assessment Policy and Procedure* available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

Attendance Monitoring

Students at AILFE must attend all scheduled classes, assessments and work placements. Medical absences require a valid Medical Certificate.

To protect the right and ability of all learners to learn in an uninterrupted learning environment, it is the policy of AILFE that students will not be permitted to enter the classroom if they are more than 15 minutes late for any particular session where they have not previously informed the trainer and assessor of their anticipated late arrival.

In general, classes are made up of two sessions with a break between sessions. If students are more than 15 minutes late for the first session and denied entry, they are able to re-join the class during the second session provided they are no more than 15 minutes late for the subsequent session and will be marked absent for the first session.

Students who do not return to class for the second session within the first 15 minutes after the scheduled break will be marked absent for the second session and denied entry.

For more details, please refer to AILFE's *Attendance Policy and Procedure* available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

Student Course Progress Monitoring

Student progress is assessed at the end of each study period. A study period at AILFE is one term, or 10 study weeks. A student is identified as being at risk of unsatisfactory course progress at the end of two (2) consecutive study periods. The minimum requirement of satisfactory course progress is to achieve 50% the units that have been timetabled for completion.

For more details, please refer to AILFE's *Student Progression, Exclusion and Graduation Policy and Procedures* available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

ELICOS Attendance Monitoring

Students at AILFE must attend all scheduled classes and assessments, and any scheduled educational excursions. Medical absences require a valid Medical Certificate.

A student is considered at risk if their attendance falls below 80%.

For more details, please refer to AILFE's *ELICOS Attendance Monitoring Policy* available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

ELICOS Course Progress

Students at AILFE must continue to have a satisfactory course progress requirement. A student is considered at risk if the student has not achieved the result to move to a higher level after studying at the same level for two (2) study periods. Each study period is a contact period of 10 weeks.

For more details, please refer to AILFE's *ELICOS Course Progress Policy* available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

International Student Refund Policy

Definitions and Refund Conditions

Understanding the definitions and conditions below is essential for managing your enrolment, payment responsibilities, and refund entitlements at AILFE.

Agreed Starting Day

The agreed starting day refers to the scheduled course commencement date as specified in your Letter of Offer and Student Agreement or, for international students, your Confirmation of Enrolment (CoE). This may be revised only by formal agreement between AILFE and the student.

Provider Default – AILFE

A provider default occurs when:

- The course does not commence on the agreed starting date; or
- The course ceases to be provided at any time after it has started but before completion.

In these cases, students are entitled to protection under the Tuition Protection Service (TPS), and refunds or placement in alternative courses may apply.

Student Default

A student default occurs under any of the following circumstances:

- The student withdraws from the course at any stage; or
- AILFE terminates the student's enrolment due to:
 - Non-payment of the required tuition fees or other fees;
 - Serious misconduct; and/or
 - For international students, a breach of their visa conditions.

Refund Applications

All requests for refunds must be submitted using AILFE's *Refund Form* available on our website shown above.

For further details, please refer to AILFE's *International Student Refund Policy* available on the AILFE website shown above or you can request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

Payment of Refunds

All refunds will be issued in Australian Dollars (A\$). Refunds are payable only to the student's nominated bank account, which may be located in Australia or overseas. Refunds will be processed within four (4) weeks of receiving a valid written request and required supporting documentation. Any amounts paid to AILFE on behalf of the student for Overseas Student Health Cover (OSHC) must be claimed directly from the health insurance provider.

Key Refund Conditions

The official date of cancellation is determined by the date AILFE receives the student's written application for withdrawal or cancellation of enrolment.

For international students whose student visa applications are refused, a certified copy of the visa refusal letter from the Department of Home Affairs must be submitted as part of your refund application.

For further details, please refer to AILFE's *International Student Refund Policy* available on the AILFE website shown above or you can request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

Complaints and Appeals Policy

The purpose of this policy is to ensure that all complaints raised by students, personnel, and other stakeholders are handled in a fair, transparent, and consistent manner. The policy aims to promote a culture of integrity and continuous improvement.

This policy applies to all complaints received from students, personnel, industry partners, and other stakeholders regarding the services, operations, or conduct of the organisation. This policy and processes

implemented are aligned to requirements outlined in ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations.

The organisation is committed to providing a safe, supportive, and quality environment for all stakeholders. All complaints will be managed professionally, confidentially, and in accordance with the principles of natural justice, ensuring that complainants and respondents are treated fairly and respectfully.

Information for Students

The Complaints and Appeals process is explained to students at several key stages:

- During the Orientation Program, the Student Services Officer introduces students to the policy and explains how the process works;
- The Student Handbook;
- Applicants for enrolment receive both a Letter of Offer and Student Agreement that outlines the complaints and appeals procedures; and
- Information is consistently reinforced across communication channels to ensure students are aware of their rights and support options.

Informal Resolution

In the first instance the complainant should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with AILFE management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

Lodging a Formal Complaint

If an issue cannot be resolved informally, students may proceed to lodge a formal complaint using AILFE's *Complaints and Appeals Form* available on the AILFE website shown above or you can request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

The *Complaints and Appeals Form* must:

- Be completed fully, including your signature; and
- Include all relevant supporting documentation;

Students may request assistance in completing the form, if required, and a Student Services Officer can help the student to ensure accuracy and clarity.

Additional Information

For further details, procedures, and timelines related to complaints and appeals, please refer to the official policy documents, *Complaints and Appeals Policy*, available on the AILFE website shown above or you can request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

AILFE is committed to handling all complaints and appeals sensitively, confidentially, and without discrimination. We encourage all students to voice concerns openly so that we can continue to improve the quality of our education and services.

Acknowledging the Lodgement of a Complaint

Once a student submits a formal complaint using the *Complaints and Appeals Form*, AILFE will provide the student with a written acknowledgement.

Each complaint is recorded in AILFE's *Complaints Register*, and the staff member who receives the complaint will have the responsibility to manage the complaint throughout. The responsible person will ensure that all these steps are completed promptly and accurately.

Right to Be Accompanied by a Support Person

Students are entitled to be accompanied and assisted by a support person of their choice at any meeting or discussion related to a complaint or appeal. This is an important part of maintaining fairness and adhering to the principles of natural justice.

What Can a Complaint Be About?

Students may raise a complaint about any of the following:

- Academic matters from students,
- Non-academic matters from students, and
- Non-academic matters from persons seeking to enrol with the AILFE in a course or unit of study.

Lodging an Appeal

If a student disagrees with a decision made by AILFE, they may formally appeal it. The appeal must be submitted using the *Student Complaints and Appeals Form* available on the AILFE website shown above or you can request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.

Appeal investigations are expected to be resolved, and decisions made on the appeal as soon as practical and within twenty (20) working days of the appeal being received in writing.

Privacy Policy

AILFE collects personal information during application, enrolment, and throughout your studies to support education delivery, meet compliance obligations, and report to government agencies. This includes contact details, academic history, emergency contacts, visa information, and a valid USI. Students must provide accurate, up-to-date information. International students are required by law to update any changes to their contact details within 7 days.

Your personal information is used to assess eligibility, manage enrolment, provide support services, issue qualifications, and meet national and state training requirements. Information may be shared with government bodies such as NCVER, DEWR, PRISMS, and the USI Registrar, as well as authorised contractors, in line with the Privacy Act 1988 and only for education-related purposes.

All student records are securely stored in student management system, with access limited to authorised staff. Students have the right to access or correct their information, opt out of surveys, and raise privacy concerns.

For more details, please refer to AILFE's Privacy Policy available on the AILFE website shown above or request a copy by sending an email to the Student Services team or by visiting the Reception desk at AILFE.