



**APEX**  
**Institute of Education**

**INTERNATIONAL  
STUDENT HANDBOOK  
&  
ORIENTATION GUIDE**

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# Welcome Message

Welcome to the Apex Institute of Education and congratulations for choosing one of New South Wales and Australia's premier vocational education and training institutions.

Our educational programs are based on the transfer of knowledge and skills to people who want careers as professionals. The programs are very specifically designed for skill shortages in Australia, therefore, the training you complete will make you a desirable applicant for employment vacancies. It is also for people who wish to return to their countries of origin with qualifications that are considered by us to be acceptable to many world standards.

Our staff are committed teachers and will make your life as a student and a visitor to Australia a very enjoyable and rewarding experience. We care about you and what you want to achieve and some of the facilities we will make available to you, include:

- very modern training facilities;
- air conditioned rooms;
- lots of natural light;
- a student lending library;
- a campus close to public trains and a bus interchange;
- unlimited internet use;
- mentors;
- air-port pick up
- welfare services for;
  - assistance with opening bank accounts;
  - accommodation referral service;
  - health cover;
  - transport;
  - anything else that you might need assistance with.

The information contained herein is current as to the version date. It is the responsibility of the student to be aware of the contents of the most updated Student Handbook from AIE's website.

Thank you for choosing the Apex Institute of Education and we all look forward to a fun and rewarding time together.

## **1.0 Registered Training Organisation**

Registered training organisations are providers and assessors of nationally recognised qualifications. Only registered training organisations can issue Australian Qualification Framework qualifications.

In order to become registered, training providers must meet the Australian Quality Training Framework (*AQTF 2007*) Essential Standards and Conditions of Registration. This ensures the quality of vocational education and training throughout Australia.

In New South Wales, Training organisations must register with the Vocational Education and Training Accreditation Board to provide nationally recognised training. In New South Wales, the

Apex Institute of Education assures the protection of student fees through membership of ACPET, OSTAS and the ESOS Assurance Fund.

## **2.0 Mission, Philosophy and Vision**

The mission of Apex Institute of Education is to be a leading academic institute in Australia by providing students with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

Apex Institute of Education believes in the transfer of knowledge and skills and therefore our vision is to assist all our students in developing themselves both personally and vocationally. Apex Institute of Education believes in a holistic approach to education. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting and multicultural and free from discrimination and harassment.

Australia's diverse population and strong educational tradition make it particularly suited to domestic and international education and Apex Institute of Education intends to continue to be a significant contributor to Australia's continuing role as a regional leader in education.

## **3.0 Ethics**

Apex Institute of Education undertakes to act at all times in an ethical manner. All activities of Apex Institute of Education are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff.

## 4.0 Client Services

Apex Institute of Education is committed to high standards in the provision of vocational education and training and other services to all Apex Institute of Education clients. Apex Institute of Education in all of its dealings will meet the requirements of the:

- OH&S Act;
- EEO, Access and Equity and Anti Discrimination and Harassment Acts;
- National Code of Practice and Apex Institute of Education Code of Practice;
- ESOS Act; and
- any other relevant legislation.

### 4.1 Student Protection through Legislation

Apex Institute of Education follows all relevant Commonwealth and State laws as detailed below:

#### **Commonwealth of Australia Acts**

- Copyright Act 1968
- Disability Services Act 1993
- Education Services for Overseas Students Act – 2000
- Equal Employment for Women in the Workplace Act 1999
- Human Rights and Equal Opportunity Commission Act 1986
- Migration Act 1958
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

#### **New South Wales Acts**

- Anti Discrimination Act 1977
- Industrial Relations Act 1996
- Occupational Health and Safety Act 2000 (as amended 2002)
- Privacy Act and Personal Information Act 1998
- The Apprenticeship and Traineeship Act 2001
- Vocational Education and Training Act 2005
- Workplace Injury Management and Workers' Compensation Act (1998)

## **Regulations and Codes**

- Occupational Health & Safety Regulation 2001
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

All students may have access to any details concerning legislative requirements, Apex Institute of Education and course information upon request to the management.

## **4.2 Dissemination of Legislative Information and Course Information**

Information covering all legislative requirements, Apex Institute of Education and course details, including Policy documentation is disseminated to all students as both pre and post registration information through the following:

- Apex Institute of Education Policy Manual
- Student Handbook
- Staff & Student Information Folder (Legislative Requirements)
- Student memos and notices
- Student Meetings
- Student and Staff notice boards
- Mail outs
- Apex Institute of Education Brochure, Posters
- Apex Institute of Education Website
- Reception

Students may also have access to any details concerning legislative requirements, Apex Institute of Education and course information upon request to management.

## **4.3 Change to Conditions**

Apex Institute of Education reserves the right to change its fees, conditions, course times or course commencement dates at any time with sufficient formal notice for International students.

## 4.3 Critical Incidents

### Policy

This Policy relates to critical incidents directly involving staff and/or students on campus which impact not only on the individual but also on other member of Apex Institute of Education community. Where a Critical Incident is defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

- a) Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular Work-cover.
- b) Apex Institute of Education has a responsibility to abide by relevant Acts of Parliament such as Occupational Health and Safety Act (NSW) 2000, Mental Health Act (NSW) 2007, Disability Services Act (NSW) 1993, Freedom of Information Act (Commonwealth) 1982.
- c) Apex Institute of Education has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.
- d) Co-ordinated, systemic institutional critical incident management procedures enable rapid, appropriate and comprehensive responses to a critical incident.

### Critical Management/ Procedure

1. All critical incidents must be recorded using the Accident or Incident Report Form (completed for each incident) and sent to the CEO.
2. **When a Critical Incident has been identified, the staff member receiving the news immediately verbally contacts the CEO, the DOS and the Student Support Officer.**
3. The CEO will assess the incident and make a decision as to how to manage the incident – who to involve. Incident management is organised by the CEO.
4. The CEO calls an immediate meeting with a quorum (50% +1 member) of the Critical Response Management Team:
  - a. CEO;
  - b. Director of Studies;
  - c. Compliance Manager;
  - d. Financial Manager;
  - e. Registrar;
  - f. Marketing Manager; and
  - g. Student Support Officer;
5. This group becomes the Coordinating team which will then meet:
  - a. to discuss factual details of the incident
  - b. to plan an immediate response.
  - c. to plan ongoing strategies.
  - d. to allocate individual roles/responsibilities for ongoing tasks.
  - e. to delegate one member of the team to scribe for all meetings to keep records of content and decisions

6. Issues to be considered to determine the immediate response:
  - a. Contact with next of kin/significant others - what is the most appropriate manner of contact?
  - b. Arrangements for informing staff and students.
  - c. Guidelines to staff about what information to give students.
  - d. A written bulletin to staff if the matter is complex.
  - e. Briefing Administration and Office staff and delegating a staff member to deal with telephone/counter inquiries.
  - f. Managing media/publicity
  - g. Identification of those students and staff members most closely involved and therefore most at risk.
    - i. Those directly involved
    - ii. Personal friends/family of those involved
    - iii. Others who have experienced a similar past trauma
    - iv. Other students, staff, supervisors etc.
7. Arrange a time and place for an initial group/individual debriefing session with a relevant External Counsellor/s. In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalization of reactions.
  - a. Organise a tasks timetable for the next hour/s, day/s etc.
  - b. Plan ongoing feedback and regular meetings so that the coordinating team is continually in touch and working together.
  - c. (In the case of death) the Registrar's Office to put a stop on the student's record and enrolment.
  - d. Confirm access to Emergency College funds if necessary.
8. Ongoing And Follow Up Response and issues that need to be discussed at subsequent meetings.
  - a. WHO is the DECISION MAKER?
  - b. WHO will FOLLOW UP?
  - c. Availability of mobile phone/s
  - d. Notification of and liaison with Sponsor/Agent if applicable
  - e. Arrangements for visits to/from Family
  - f. Liaison with Police, Doctors, Hospital Staff
  - g. Hiring Independent Interpreters
  - h. Death Notices
  - i. Funeral/Memorial Service Arrangements
  - j. Refund of student's fees to pay repatriation or associated expenses
  - k. Copy of Death Certificate
  - l. Consideration of personal items and affairs (household and academic)
  - m. Insurance Matters, OSHC Coverage, Ambulance Cover
  - n. Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessments or exams)
  - o. Liaison with Academic Staff or Supervisors
  - p. Arrangements for further debriefing sessions for groups/individuals as required
  - q. Liaison with Immigration if studies will be interrupted
  - r. Fees issue to be resolved if student cannot continue with their studies
  - s. Legal Issues: helping students get access to legal assistance, right to sue etc.
  - t. Arrangements for further debriefing sessions for groups/individuals as required
  - u. Follow up condolence letters to Family
  - v. Roster of students for hospital visits
9. It is the responsibility of the Student Support Services Officer (or an external nominated Counsellor)
  - a. Debriefing as soon as possible after the event on an individual or group basis
  - b. Further debriefing - one or more days after the incident on group basis
  - c. Follow up 2 - 6 weeks later - individual or group basis
  - d. Ongoing counselling as required
  - e. Recovery time for the Coordinating Team members

10. Results of management are recorded on the Accident or Incident Report Form.

Therefore it is the policy of Apex Institute of Education to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- a) Enables Apex Institute of Education community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post traumatic stress syndrome or harm to the learning environment.
- b) Supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- c) Encourages the early identification of potentially critical incidents within Apex Institute of Education.
- d) Ensures critical incidents in the workplace are managed in line with established Quality Management and Occupational Health and Safety objectives and Emergency or Disaster procedures.
- e) Provides clearly accessible and understood directions for all personnel caught up in a critical incident.
- f) Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- g) Provides appropriate assistance to people who may require longer term assistance.
- h) Ensures ongoing training, support and review for staff

All staff of Apex Institute of Education will act as an immediate “Point of Contact” for all critical incidents. They will then refer the student to the CEO.

#### **4.4 Access and Equity**

Access and equity policies are incorporated into the Code of Practice and all operational procedures. Apex Institute of Education prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students.

AIE shall provide its students and clients access to a safe environment conducive to learning. AIE implements a fair and equitable Attendance Policy and Procedure to ensure that students are given the best learning and assessment opportunity to complete their course.

Students are given an opportunity to access the Complaints and Appeals Policy within 20 days of any incident occurring.

## **4.5 OH&S**

The safety of staff and clients is of primary importance. Apex Institute of Education observes all Occupational Health and Safety legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate OH&S considerations when planning and delivering training, and students will be advised of the OH&S requirements of their programs and supervised accordingly.

## **4.6 Catering To Diverse Student Learning Needs**

Apex Institute of Education aims to identify and respond to the learning needs of all students. It is Apex Institute of Education policy that all trainers are to identify, at the start of training, the learning and assessment needs of their students. This may be accomplished informally through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. Apex Institute of Education helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, lecturer discussion and an open invitation to approach staff with suggestions at any stage. Again these strategies provide staff with the required student based information for use in designing client training, facilities and services and assessment strategies

## **4.7 Communication (Language, Numeracy & Literacy) Support**

All courses incorporate competency units, which focus on communication skills. In addition language, literacy and numeric support is accessible to all Apex Institute of Education students and can be organized on a case-by-case basis during student orientation day. The Director of Studies will organise required communication support.

# **5.0 Apex Institute of Education Entry Requirements**

## **5.1 Student English Levels**

All delivery, assessment and instruction is carried out in English. The type of English used is Academic and Business English with a high component of Technical English and subject specific jargon.

Therefore, it is an entry requirement that all registering students **must have an IELTS of 5.5**, or its equivalent – as evidenced upon registration by submitting an IELTS Test Report within the last two years or equivalent.

All prospective students will need to be aware that additional tuition for English with the other provider will be at the student's own cost. The English provider will issue an ECoE with will then need to be provided to Apex Institute of Education in order to issue a ECoE with the correct start and end date. Once the student has met IELTS 5.5 or after the course has been completed, the student will need to present to AIE evidence of English Competency Level to support his or her enrolment application with AIE prior to course commencement.

During delivery and assessment trainers will assist students with English whenever possible especially with jargon and technical terms. Any student with a possible English problem – either spoken or written may be referred to the Registrar or Academic Head who will recommend suitable English tuition at **no fee for referral**. Any additional English tuition costs during the course will be at the student's own cost.

## **5.2 Student Academic Levels**

It is an entry requirement that all registering students have satisfactory completion of a minimum of Year 12 or equivalent, and have completed the equivalent of the Australian HSC or a higher qualification.

## **5.3 Student Age Entry Requirement**

Students must be 18 years or older to register for Apex Institute of Education courses.

## **5.4 International Students**

Apex Institute of Education is bound by the Education Services for Overseas Students Act (latest version) and the National Code 2007 when dealing with international students. International students are also expected to abide by all current legislative requirements.

## **5.5 Department Of Immigration and Citizenship (DIAC)**

All international students need to be reminded that DIAC will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) for visa maintenance and extensions. As part of the supervision of overseas students on student visas Apex Institute of Education must notify DIAC about student failure to maintain minimum rates of academic progress, attendance or who suspend or cancel their courses.

## **5.6 Confirmation of Enrolment**

Apex Institute of Education will only create CoE for overseas students on a student visa and who are studying their primary course at Apex Institute of Education. That is if the student is applying for a student visa to study a course offered by Apex Institute of Education. Apex Institute of Education may issue letters of offer to all intending students.

## 5.7 Attendance and Minimum Rates of Progress

Students who are in Australia on student visa are required to:

- attend Apex Institute of Education for a minimum of 20 hours of supervised tuition per week
- maintain a satisfactory academic record at all times ie such that at their current rate of academic progress they will be able to complete their course by their due completion date.
- maintain a minimum course attendance of 80%.

All students are required to abide by all legislation and Apex Institute of Education terms and conditions. Illness or other excused absences must be supported by an original Medical Certificate. These should be submitted as soon as possible after the absence and be available to submit to DIAC.

Students must notify AIE within 7 days of arrival into Australia of their residential address, and of any change of residential address and circumstances.

## 5.8 OSHC

All students who are in Australia on student visas are legally required to obtain and maintain OSHC– Overseas Student Health Cover. If students are not previously covered by OSHC, Apex Institute of Education will assist students with regards to OSHC.

## 5.9 Students with School Aged Dependents

Students with age dependants are reminded that all children must attend a government approved school for the duration that they are in Australia. Full fees will be charged and the student should make provision for these costs in their financial budgets.

## 5.10 Leave Entitlements

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Hence all student leave is to be restricted to the official Apex Institute of Education breaks. In cases of exceptional compassionate circumstances beyond the students control eg bereavement and sickness provision may be made for leave entitlements.

In cases of bereavement eg death in the family, students must provide Apex Institute of Education with documentation covering the reason for bereavement and evidence of return air fares etc.

Sickness must be evidenced by a doctor's certificate from a registered practitioner ie with a medical provider number on the certificate. All other certificates are not acceptable. Apex Institute of Education must sight original medical certificates before approving medical leave.

## 5.11 Punctuality

Students should be at Apex Institute of Education 15 minutes prior to the start of training classes with appropriate stationary and text preferences and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called will receive partial absences.

## 5.12 Preparation

Students are responsible for their academic progress and should come to class prepared to study.

## 5.13 Change of Provider

Apex Institute of Education will not allow a registered student to transfer from Apex Institute of Education within the first 6 months of their course until Apex Institute of Education has assessed the student's request to transfer within this restricted period.

Apex Institute of Education will grant the student's request for a Change of Provider where:

- a. The transfer will not be to the detriment of the student.
- b. The student can register into the other course at an appropriate point in the course
- c. The students current academic progress indicates that the student can manage the new course

Note that:

1. students registered into a course which is less than 6 months in total duration are not permitted to transfer to another provider.
2. Students should allow a minimum of 7 working days to assess the student transfer request
3. The Letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.
4. If a transfer is granted Apex Institute of Education will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure and provide the student with a written statement
5. Students may use Apex Institute of Education Complaints and Appeals process or involve an independent 3<sup>rd</sup> party at any time to assist in the process
6. Where Apex Institute of Education does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with the complaints and appeals process.
7. **Transfer Students** – enrolling students who are transferring from another provider must present evidence of completion of least six months of his or her principal course of study unless the original registered provider has provided a written letter of release

## 5.14 Refunds and Fees

### 5.14.1 Fees Policy

All fees and charges are payable upon invoice and will cover a period of the impending six (6) months. Students may be precluded from sitting exams, receiving results or attending classes if tuition fees are not paid by the date specified on the invoice. Fees are subject to change with sufficient formal notice for international students.

### 5.14.2 Refunds Policy

Apex Institute of Education will include in the written agreement (enrolment/application form) the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and provider default:

- a) Application fees, enrolment fees, accommodation booking fee and airport pick-up fee are non-refundable.
- b) The cost of compulsory books, equipment and other materials fees needed for the course are non-refundable.
- c) Tuition fees are refunded in full, only if the student's visa application is rejected (for Off Shore Students only). Student must provide AIE with a written notification and a copy of documents evidencing the refusal including an original letter from the Australian Embassy, High Commission or Immigration Office . For on shore applicants refunds will be applicable as per d,e & f.
- d) Tuition fees will be refunded less a cancellation fee of 25% of that semester's total tuition fee provided that the written intention to withdraw from a course is received 28 days or more prior to the course commencement date.
- e) If written notice of your intention to withdraw from a course is received less than 28 days prior to the course commencement date or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund of the tuition fees.
- f) If a student withdraws from a course after its commencement , then the student will be held liable for the any unpaid fees for that semester as a result of this withdrawal.
- g) AIE will not authorise the transfer of fees to other institutions or any other student's account.
- h) Bank charges for refunds made by cheque, bank draft or electronic transfer will be deducted from the refund amount.
- i) All refunds will be made in Australian Dollars only within 14 days after AIE receives a written refund claim by the student in accordance with the Terms and Conditions as outlined on the Enrolment/Application Form – this forming the written agreement with the registering student.
- j) For students taking package courses, the second and subsequent CoE's will incur a \$1000 non – refundable deposit and refund will be granted on the principal course CoE less the enrolment fee.
- k) If AIE cancels a course or on cases of **Provider Default**, paid fees are refunded in full within 2 weeks of the official announcement of the decision to default:
- l) This policy applies to a student in relation to a course if:
  - the course does not start on the agreed starting day; or
  - the course ceases to be provided at any time after it starts but before it is completed; or
  - the course is not provided in full to the student because a sanction has been imposed on the registered provider under the ESOS Act; and
  - the student has not withdrawn before the default day.
- m) No refunds will be given to students who provide false or misleading information to the college.
- n) No refund will be made if a student fails to comply with the conditions of enrolment at AIE and any breach of the visa requirements of his or her visa imposed by the Australian Government
- o) If students are introduced to AIE through a third party who retains any portion of their payment or charges any additional fees, then such monies will not be refunded by AIE except the portion of prepaid tuition fee paid from the student, as such the third party/person shall be deemed to be your agent or not the agent of AIE.
- p) If a student completes the course early, the full tuition fees and additional fees must be paid before a certificate can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- q) If a student decides to changes courses within AIE's offering after commencement of the original course, the enrolment fee will be deducted from the paid fees. The remainder of the tuition fees will then be transferred as payment for the other course.

- r) Students' complaints in refunds in relation to refunds are processed using the AIE grievance and appeals procedures. AIE dispute resolution processes do not circumscribe the student's right to pursue other legal remedies; students may take further action under Australia's Consumer Protection Law.

#### **5.14.3 Procedure for Refunds**

On receiving an application for course refund the Finance Manager shall:

- a) Ensure that refund is made in writing using the approved AIE Form
- b) Provide a total refund (minus enrolment fee) of tuition fees paid in advance where a course place is no longer available or a Visa has been denied (off shore students only) .
- c) Provide a partial refund of tuition fees paid in advance, where enrolling students provide more than 28 days written notice of their intention to withdraw from the course prior to the course commencement. The partial refund will be less 25% of the semester's tuition fee minus enrolment fee (max refund \$1000.00).
- d) If written notice of the intention to withdraw from a course is received less than 28 days prior to the course commencement date or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund of the tuition fees.
- e) Apply no refund where a student has withdrawn from the course after the course commencement.
- f) Ensure that students who dispute the refund procedures are provided with access to the AIE complaints and appeals procedure.
- g) Seek advice from the Registrar the refund eligibility of any student involved in the deferment, suspension or \*cancellation of their course enrolment.
- h) \* Please note that where a student has had their enrolment cancelled by AIE Management and where the appeal process has not been sought by the student or the appeals process has been finalized, no refund for the semester where the cancellation has occurred will apply .

#### **5.14.4 Procedure for Student Default**

- a) Apex Institute of Education may on cases when Student Default occurs; refuse to provide, or continue providing, or provide progress documentation for a course to the student because of one or more of the following events:
  - the course starts on the agreed starting day, but the student does not start the course on that day
  - the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
  - the student breached a condition of his or her student visa;
  - Misbehaviour by the student.
- b) Once training has commenced in the course, no refund is available to participants who leave before finalising the course unless the student can provide a medical certificate or show evidence of extreme personal hardship. AIE will assess the refund application and make an appropriate decision on compassionate grounds.

- c) In that case, fees may be refunded on a pro-rata basis, minus the administrative charge of 25% of the fees paid for the current semester. However, should participants wish to resume their studies at a later date, the original fee payment can be used as credit towards that course within twelve months of initial payment. Refund requests should be made in writing.
- d) No academic penalty will be incurred if a student notifies Apex Institute of Education of their intention to withdraw from individual units or a program before the end of week two (2) of the semester.

In all circumstances Apex Institute of Education will provide a statement and an explanation of how the refund was calculated and make fully available access to Apex Institute of Education Complaints and Appeals Policy. This agreement and the availability of Apex Institute of Education complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

## **6.0 Training delivery**

### **6.1 Competency Based Training**

All training at Apex Institute of Education is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

### **6.2 Training Package Requirements**

All Apex Institute of Education courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages or Accredited Courses. Upon request students may have access course outlines and familiarize themselves with all competency unit criteria.

### **6.3 Professional Staff Recruitment**

All Apex Institute of Education staff are employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. Apex Institute of Education follows employment legislation and promotes EEO principles in its recruitment practices.

### **6.4 Guest Trainers**

At Apex Institute of Education we recognize the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore lectures may incorporate guest trainers from industry or professional association whenever possible.

### **6.5 Flexible Delivery**

Apex Institute of Education practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students. It is Apex Institute of Education policy that trainers adopt a modified lecture approach i.e. 50% of tuition time may be lecturer lead explanation and discussion, with the remaining 50% focusing on student lead activities.

At all times learning at Apex Institute of Education will be:

- Student focused
- Based on dialogue, using current business English
- Practical involving students in hands-on activities
- Current in terms of the information and case studies used
- Applied – not theoretical only

At the start of each delivery unit trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer

assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual

Apex Institute of Education provides an English learning environment and class discussions are to be conducted in English only.

## 6.6 Training Outcomes

All delivery and assessment is geared towards one final outcome only - that is the awarding of a nationally recognized qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

## 6.6 Excursions

Apex Institute of Education encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at Apex Institute of Education may also be required to attend knowledge based excursions as part of certain units.

## 6.6 Work Placement

Work Placement is **structured workplace learning** that helps prepare students for the workforce, designed to help students better understand what they have learned by putting it into practice in the actual workplace during a specified time.

During the placement, students will be expected to behave like new employees, following the rules of the workplace and the directions of the workplace supervisor and other employees. Students will need to comply with all safety and OH&S policies and procedures, as well as other protocols that the host employer follows.

Work placement is paid or unpaid and different from work experience. Instead of just observing what goes on, you are given the opportunity by a host employer to undertake tasks that relate to their course in an appropriate industry setting.

For some courses, Apex Institute of Education supports its students in gaining the necessary skills and knowledge to obtain maximum employability outcome for its domestic and international students. This structured work placement will be organised by AIE for all of its students undertaking this course **free of charge**. However, in some circumstances students find their own placements, at their expense, if they have a particular employer in mind.

A **Memorandum of Understanding** has been designed by AIE to ensure that an Agreement in place to provide a framework for the implementation of specific training and assessment activities conducted by the Institute in a Kitchen Facility for an individual undertaking the Certificate III in Hospitality (Commercial Cookery). Work placement schedule may be negotiated with the Facility Managers as required and Trainer and Assessor will be provided by AIE to observe and assess students performing activities in the commercial kitchen setting using interview questions, demonstration and scenarios

## **7.0 Assessment**

Apex Institute of Education will ensure assessment meet the requirements of the endorsed components of the accredited courses and the outcomes specified in the accredited courses within its scope of registration.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved and confirmation that an individual can perform the standard expected within the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

### **7.1 Competency Grading**

Apex Institute of Education follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either 'C' – competent, "NYC" – not yet competent or 'E' exemption. Early withdrawals from a delivery unit will result in the recording of an NYC' whilst non-attempted subjects will be recorded as an 'NA' – not assessed.

Students have the right to appeal assessment results and should follow the Complaints, Grievance and Appeals Procedure for this situation.

### **7.2 Industry Committees**

Apex Institute of Education liaises with industry in an effort to confirm that: Current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and that assessment strategies, assess salient points and provide results that are useful to prospective employers

Apex Institute of Education seeks industry contact through: Industry committees, membership of professional industry organizations; employment of training staff with local industry skills and experience; contact with Skills Councils; guest trainers from industry leaders; excursions to workplaces and relevant venues; use of local media – newspaper, magazines, journals etc in training

### **7.3 Flexible Assessment**

Apex Institute of Education Assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies. Students are provided with every opportunity, within their course duration, to obtain and show competency. Students not being able to show competency after the completion of their course will have the opportunity to re enrol in the course and complete the outstanding subjects.

At the start of each delivery unit, trainers will identify the assessment needs of students and program a range of assessment strategies to meet these needs. Such assessment strategies might include: formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answers, case studies etc

## **7.4 Assessment Moderation**

At Apex Institute of Education assessors are required to moderate all assessment tasks to ensure that the tasks and the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

To moderate an assessment task is defined as comparing one assessment task against another, for the same learning outcomes or competency units. To check the: range, coverage, depth, terminology, duration, of questions and answers.

Assessment tasks and results may be moderated by using any of the following techniques:

- Internally moderate against other current assessments tasks and results
- Internally moderate against past assessment tasks and results
- Externally moderate against standard assessment tasks and suggested answers eg in support material
- Moderate against exercises as published in texts and references

Should a student have been dealt with unfairly, then a reassessment shall be completed by a second assessor

## **7.5 Assessment Recording**

The trainer of the delivery unit conducts the assessment and evaluates the student's academic performance. Academic results are recorded by competency unit on the Student Records and entered onto the Student Records Management System.

## **7.6 Late Submissions**

The due date for all assessment tasks will be advised to students at the start of each unit. These dates must also be reported on the Assessment Task Cover Sheets. Students will be permitted to submit assessment tasks at any time during their course. An automatic 'NYC' will be awarded to any assessment task not submitted.

## **7.7 Incomplete Assessment**

Students not completing all assessment tasks by the end of a unit will be awarded an 'NYC' for that unit and will be provided every opportunity to submit the outstanding tasks by the end of their course. The 'NYC' result will be reconsidered upon the submission of assessment tasks.

## **7.8 Appeals for Reassessment**

All appeals should follow the Complaints and Appeals process. Appeals regarding assessments will generally be conducted through an interview first with the trainer and then the DOS. A copy of the assessment task under question should be brought to the interview (a copy of all assignments has to be made available by students prior to submission).

Students wishing to make an appeal should first make an appointment with the instructor of the subject in question to discuss results and go through tasks. If the matter is not resolved an

appointment should be made for an interview with the DOS. All appeals are eligible to be heard by an independent party as per the Complaints and Appeals process.

## 7.9 Student Submission of Group Work

In areas where the development of group skills is important, students will be allowed the opportunity to submit group assessments as the product of the contribution of all team members. Instructors should ensure that group work is appropriate for the task. A maximum group size is set and that students names (with Student ID) are listed on the covering page with a description of individual contributions.

## 7.10 Oral Assessments

This assessment takes the form of an assessor observation of interaction, leadership, content, contribution and the planning capabilities of students. The instructor will provide students with a marking scheme before the presentation and a completed marking scheme after the presentation.

## 8.0 Recognition of Prior Learning (RPL) and Exemptions

Students may apply for RPL on the basis of previous and or current work experience, life experience or training. Only the supervising trainer as the course academic head may grant RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information Kit. Students will be informed in writing within 14 days as to the results of their application and if any further evidence is required.

### 8.1 Recognition of Prior Learning

**Recognition of Prior Learning (RPL)** is an assessment process that assesses a non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification

**Credit Transfer (CT)** assesses the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. Some Credit Transfer arrangements are also called Advanced Standing or Exemptions.

**Recognition of Current Competency (RCC)** - This term is sometimes used. For general purposes the term is synonymous with RPL.

**RPL for Entry** - is an arrangement where learners are provided access to assessment tools and processes to assist them to meet minimum entry requirements for access to a course or qualification. In RPL for Entry no qualification is issued. Recognition is given to the person's prior learning to permit entry through equivalence into a qualification that requires some specified entry standard.

**Overseas Equivalence** - is an arrangement to give formal recognition to an individual who has completed a course or qualification overseas. The Overseas Qualifications Unit can assist this process – see contact details later.

## 8.2 Recognition Procedure:

- a) Students apply for RPL on the basis of previous and or current work experience, life experience or training using the AIE RPL Forms.
- b) Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit which is available at reception.
- c) Only the supervising trainer as the course academic head may grant RPL status.
- d) Assessment and review of the application for RPL occurs
- e) Students will be informed in writing within 14 days as to the results of their application and if any further evidence is required.

## 8.3 Course Credit Procedure:

- a) Apex Institute of Education will recognise course credit, Credit Transfer will be offered on application for all of the VET Courses
- b) A formal application for Credit Transfer must be submitted using the Application for RPL and Credit Transfer Form
- c) All applications must be submitted and assessed prior to census date
- d) AIE mutually recognises accredited courses, qualifications and Statements of Attainments.
- e) A qualified AIE Assessor assesses the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.
- f) This process may involve liaising directly with the Australian RTO, NOOSR or researching within the Australian Education International databases for Overseas Equivalence.
- g) Where Apex Institute of Education grants course credit Apex Institute of Education will provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and place it on the student's file.

## 8.4 Exemptions and National Recognition

If Apex Institute of Education grants a student course credit or RPL which leads to a shortening of a student's course, the Apex Institute of Education will:

- a) if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or
- b) if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.
- c) The granting of RPL will reduce course length. DIAC will be notified as to the new course length. Any adjustments to course price due to RPL or exemptions must go through the Registrar only for PRISMS updates.

## **9.0 Registration**

### **9.1 Subject and Course Registration**

Students must only register for units that are required for their course and for which they have successfully completed all prerequisites. Students wishing to register for any other units must obtain permission from the DOS.

### **9.2 Course/ Program Information**

Apex Institute of Education provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times (see dissemination of information) through the:

- Pre registration information
- Student Handbook
- Apex Institute of Education course information sheets available at reception
- Student and Staff Information Folder
- Orientation procedures

### **9.3 Course Deferment and Suspension**

Students enrolled on student visa are not permitted to defer the start date of their course or to suspend studies once their course has begun. Apex Institute of Education will only allow deferment or suspension on documented medical grounds and in compassionate circumstances i.e. bereavement. Any course deferment or suspension will be reported to DIAC

### **9.4 Registration on Behalf of Other Students**

All students must register in person. This is to sight check all registered students at Apex Institute of Education and to provide appropriate academic counselling.

### **9.5 Change of Course and Subject Registration**

Students wishing to change subject registration can do so only in the first week after subject commencement. Students should see reception for an Office Request Form and consult with the Registrar. Trainers must make available to the students, all notes, class exercises and assessment tasks the student has missed. However it is the responsibility of the student to submit any outstanding assessments before the completion of the unit.

## 10.0 Orientation

### 10.1 Student Orientation

All students will be taken through an orientation conducted by a member of Apex Institute of Education staff. It is essential for students to attend this session to understand Apex Institute of Education's academic system and familiarise themselves with Apex Institute of Education facilities and services offered.

Students must bring their passport and a passport size photograph at this time in order to make their student card. During orientation all queries regarding course structure and timetables will be answered.

### 10.3 Orientation Program Schedule

Welcome	<ul style="list-style-type: none"> <li>• DOS Introduction and Welcome Address (5 Mins)</li> <li>• PowerPoint Presentation about AIE, Studying and Living in Sydney (5 Mins)</li> <li>• Powerpoint Slides using the Rainbow Guides</li> </ul>
Staff Introductions	<ul style="list-style-type: none"> <li>• The CEO introduces various staff (5 Mins)</li> </ul>
AIE History	<ul style="list-style-type: none"> <li>• The DOS explains the history of AIE and describes the Industry context in which they are training for. (10 mins)</li> <li>• Presentation on AIE's History (10 mins)</li> </ul>
OHS	<ul style="list-style-type: none"> <li>• Safety Officer or equivalent – provides safety essentials in for Course enrolment areas. (10 Mins)</li> <li>• Conducting a tour of the institute into library, office rooms, classrooms, computer lab, kitchen facilities, common room and toilets and explaining building evacuation procedures(10 Mins)</li> </ul>
Student Handbook	<ul style="list-style-type: none"> <li>• The Student Support Officer provides guidance to students in understanding there obligations highlighting Student handbook information concerning:</li> <li>• Course Progress Monitoring</li> <li>• Appeals Policy and Procedures</li> <li>• Course Deferment and Suspension</li> <li>• Course Transfer Policy</li> <li>• Fees &amp; Refunds Policy</li> <li>• Support Services including legal emergency and health services</li> <li>• Complaints and Appeals Procedures</li> <li>• discussion on use of notice boards, course timetable, computer lab regulations, computer user ID and logging in, printer and photocopying, fees and charges and FAQs</li> </ul>
Staff Introductions	<ul style="list-style-type: none"> <li>• The DOS introduces various Trainer/Assessor (5 Mins)</li> </ul>
Course Requirements	<ul style="list-style-type: none"> <li>• Training Manager provides insight on the Training &amp; Assessment approaches of the courses students are enrolled in and highlights the principles of Competency Based Training and Assessment, RPL and course credit.</li> <li>• Student code of conduct and classroom rules and regulations</li> </ul>
Student Visa Obligations	<ul style="list-style-type: none"> <li>• Students will be advised that AIE management and staff are unable to provide Student Visa Advice and will refer students with questions to DEEWR or DIAC.</li> <li>• Staff highlights any additional Visa requirements and obligations</li> </ul>
Questions and Answers	<ul style="list-style-type: none"> <li>• Students ask questions on other pressing issues and concerns</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Issuing Student ID and Computer User ID, Issuing Cookery Tool Kit and Uniform Fitting</li> </ul>

## 10.2 First Day of Class

On the first day of class trainers will:

- Call out the attendance roll and check the names, student number and registration of each student
- Direct all students not on the roll to the Registrar
- Explain the attendance and results recording procedure to be used
- Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students
- Ask students to sign the Student Subject Outline Acknowledgement Sheet
- Ascertain, through discussion, the learning and assessment needs of the students.
- Identify possible English problems and refer to Registrar or Principal/Academic Head
- Start training

## 10.4 Academic and Vocational Counselling

Students may receive academic or vocational counselling from the DOS, instructors or other qualified person. Instructors will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the Academic Head, depending on the nature of the problem.

## 10.5 Personal Counselling

Students experiencing distress or discomfort are invited to talk to whichever staff member they feel comfortable with. Where necessary the CEO will assist the student to access external professional assistance. All staff will treat students with courtesy and empathy at all times.

## 10.6 Client Input and Feedback

All students at Apex Institute of Education are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. Apex Institute of Education will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of each term and a suggestion box available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.

## 11.0 Records Management

### 11.1 Records

Apex Institute of Education maintains electronic records and manual files covering all administrative, student information. Files are stored for the legislated period of time and electronic files are backed up regularly.

A student file contains:

- Application documents
- Acceptance and enrolment documents
- Immigration documents
- All correspondence with or concerning students
- Memos or file notes regarding the student
- Copies of issued academic records
- Copies of issued attendance records
- Copies of other certificates or awards attained
- Completed assessment tasks

Apex Institute of Education ensures through its Records Management Policy the:

- Security and Confidentiality of all records
- Archiving of all records
- External Reporting
- Access of records by clients

### 11.2 Security and Confidentiality

Student Records – information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation, payment schedules, sickness, leave.

- Each student has a unique student number
- Each student is supplied with a unique student card
- cards are non-transferable
- Students can only register for Apex Institute of Education, courses, attendance, results and documentation in person
- Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only.
- Staff can only access electronic files by unique access codes which are provided on a need to know basis
- Student details are only distributed externally to regulatory agencies on formal request and not without Apex Institute of Education making every attempt to contact the student first
- No student details are ever to be given out to other students, agents, businesses etc.
- Students requesting access to personal information must complete an Office Request Form which will be submitted to the appropriate management representative for processing
- Student information made available will be handed to the student personally

### **11.3 Access to Records by Students**

Students have access to personal records on request by completing an office Request Form. In all cases Apex Institute of Education will protect the privacy of all student information.

### **11.4 Change of Student Contact Details**

Students are obligated to keep Apex Institute of Education informed of their current contact details and to inform Apex Institute of Education immediately of any change in these details. Students should be advised that if they do not receive any Apex Institute of Education or authority correspondence due to incorrect contact details at Apex Institute of Education they are fully responsible for the same.

### **11.5 Student Results Recording**

Students' results will be recorded on the Student Results Recording Sheet. Results are to be entered at competency unit level. At the conclusion of each subject trainers will calculate a final assessment and record the final assessment in the appropriate column. These sheets are to be submitted to the Registrar at the conclusion of the subject, for entry into the student database and filing.

Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

### **11.6 Class Rolls and Attendance Recording**

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the staff room or removed from Apex Institute of Education premises for any reason. In the case of excursions trainers will still record attendance on blank rolls.

Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the trainer within the first and last 10 minutes of class time. The only notations that are to be entered onto class rolls are:

- Official leave dates
- Sick certificates
- Subject changes
- Course changes

## 12.0 Warning and Reporting

It is the policy of Apex Institute of Education to warn and subsequently report all students who do not comply with their Student Visa attendance and academic progress requirements.

### 12.1 Attendance Progress

As soon as student attendance falls below 80% of completed duration (determined weekly) that may result in the student being unable to obtain a minimum of 80% course attendance or falls below 80%, Apex Institute of Education will notify the student in writing of its intention to report the student to DIAC for not achieving satisfactory attendance. The written notice will inform the student that they are able to access Apex Institute of Education's complaints and appeals process and that they have 20 working days in which to do so. If they choose not to access the complaints and appeals process and results in a decision supporting Apex Institute of Education, Apex Institute of Education will notify the Secretary of DEST through PRISMS that the student is not achieving satisfactory attendance.

When Apex Institute of Education sends a student a Warning Letter highlighting the situation (5 days consecutive absence, irregular attendance resulting in the possibility of their average course attendance falling below 80%, unsatisfactory academic performance) Apex Institute of Education will invite the student to attend a counselling session to assist the student in every possible way.

If the student does not attend the counselling session and/or the offending behaviour continues the student will receive a Reporting Notification Letter and Apex Institute of Education will report the student to DIAC. Situations resulting in immediate reporting include below the minimum attendance requirement of 80% and unsatisfactory academic performance.

Students who do not comply with all of Apex Institute of Education terms and conditions of registration including the non or late payment of Apex Institute of Education fees will also receive a warning notification and if the offending behaviour continues will be subject to possible expulsion. In the case of expulsion for a student visa holder – the situation will be reported to DIAC via PRISMS immediately.

### 12.2 Academic Progress

Whilst in full time study overseas students are not permitted to repeat any unit of competence more than once in the duration of their course unless there are reasons to allow this.

Students not achieving satisfactory academic results, success in all units of competence, will be counselled, warned and reported in accordance with Apex Institute of Education reporting process.

Student performance will be monitored constantly to ensure appropriate progress (i.e. success in all units of competence) and Apex Institute of Education intervention will occur if it is considered that a student is not progressing satisfactorily. Satisfactory progress is determined by a 70% completion of the course program through successful competency assessment outcome.

Inappropriate progress is the requirement for intervention and is determined for students at risk of not meeting the course progress requirements by:

1. Identification of the lack of progress and the recognition of the need for provision of extra support to assist recognised students to achieve satisfactory course progress;
2. Apex Institute of Education will advise the need for intervention for individual students at risk of failing to achieve satisfactory course progress;
3. Apex Institute of Education will determine the point, for each unit of competence, at which the student has failed to meet satisfactory unit of competence progress; and
4. Apex Institute of Education has a procedure for notifying students that they have failed to meet satisfactory course progress requirements.

In accordance with legislative requirements Apex Institute of Education will notify and counsel students of their visa non-compliance and subsequently to advise DIAC or report students to DIAC via PRISMS all students who do not comply with the Student Visa attendance and academic performance requirements.

## **13.0 Complaint and Appeals Procedure**

Apex Institute of Education has a Student Grievance and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency and to the satisfaction of all parties involved. Students are encouraged to make all grievances, Complaints or appeals known to Apex Institute of Education management either through the student suggestion box (located at reception), Student Services Officer or through the Grievance and Appeals Policy and Procedure (available at reception and in the student handbook).

Students may complete a Complaints and Appeals Form and lodge it at the reception. An appropriate staff member will contact the student and organise a meeting to discuss the situation. If an amicable result cannot be achieved the student may access 3<sup>rd</sup> party intervention as made available by Apex Institute of Education or independently by the student. Students will receive a student complaint, grievance or Appeals outcome statement. Apex Institute of Education Grievance and Appeals Policy and Procedure does not restrict the student's right to pursue other legal remedies

All complaints relating to harassment and discrimination must be reported to the Chief Executive Officer.

## 13.1 Complaints Procedure

Apex Institute of Education will manage internal complaints handling and appeals process that is as the following requirements indicate:

- **Speak to the person** with whom you have the complaint/grievance with and try to resolve the issue or problem
  - IF UNRESOLVED
  - speak to your Trainer
  - IF UNRESOLVED
- **Lodge a written complaint** to your trainer or at the reception and ensure that it is registered;
  - speak to the Director of Studies
  - IF UNRESOLVED
- **Make an appointment with the CEO** to formally present his/her case at no cost to the complainant/student
  - complainant/student may be accompanied by a support person at any relevant meetings
- **The CEO makes a decision and recommends appropriate action** and contacts the complainant using the "Complaints and Appeals Statement of Outcome"
- The Compliance Manager records the action taken in the Complaints and Appeals Register.

A student must access the complaint or appeals process within 20 working days of any issue that becomes the reason for the process. After this period where the issue is concerned with a lack of attendance, poor competence outcomes or failed financial payments Apex Institute of Education may be required to report the student to DIAC. A suggestion box is provided at Reception for all other types of feedback to AIE.

## 13.2 Appeals Procedure

A fair and impartial appeals process is available to all students of Apex Institute of Education. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal to the Director of Studies.

### Grounds for Appeal

An application for appeal will be considered where:

- a student claims a disadvantage because the trainer did not provide a subject outline;
- a student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
- a student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- a student is of the view that a clerical error has occurred in the documenting of the assessment outcome; and
- a student claims that there is a discrepancy between the practical observation and the formal assessment.

All appeals are recorded in the Complaints and Appeals Register and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the student, within 20 working days of the decision being finalised, and a copy of any communication is also kept on file, both on the complaints register and in the student's individual file.

### 13.3 External Appeals Procedure

Apex Institute of Education has in place arrangements for a person or body independent of and external to Apex Institute of Education to hear complaints or appeals arising from Apex Institute of Education’s internal complaints and appeals process to refer students to an existing body where that body is appropriate for the complaint or appeal.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Apex Institute of Education must advise the student of his or her right to access the external appeals process at minimal or no cost.

Apex Institute of Education has arranged for ACPET, an external organisation, to hear complaints or appeals on referral when Apex Institute of Education or the complainant considers it appropriate for the complaint or appeal.

If the student chooses to access the registered provider’s complaints and appeals processes as per this policy, Apex Institute of Education will maintain the student’s enrolment while the complaints and appeals process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, Apex Institute of Education must immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.

If the student is still not satisfied with the resolution of the grievance, they are able to seek advise and further assistance from the authorities listed below at their own cost.

<b>Anti-Discrimination Board</b>	<b>Department of Fair Trading</b>	<b>VETAB</b>
Level 17, 201 Elizabeth St SYDNEY NSW 2000 Ph: (02) 9268 5544	Level 21, 227 Elizabeth St SYDNEY NSW 2000 Ph: 13 32 20	Level 14, 1 Oxford Street Locked Bag 21 Darlinghurst NSW 1300 Ph: (02) 9244 5335

## 14.0 Apex Institute of Education Resources

Apex Institute of Education maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. Apex Institute of Education maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Student Library
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities
- Computer and internet access

Students can also display personal advertisements and messages on the notice boards.

### 14.1 Computers and the Internet

Apex Institute of Education has computers with net work connection with printing and saving devices. The students will have to supply their own saving device (USB Port). Students are given unlimited access to computer and Internet facilities for educational and study purposes only. Student printing facilities are available.

### 14.2 Equipment

Equipment is available for educational purposes only by both staff and students. Please ensure that you use all equipment safely and follow OH&S procedures at all times. Get help if there is a problem.

### 14.3 Texts and References

Apex Institute of Education has made available the texts and references that are required by students for study purposes. The student text list will be provided to students for purchase. Further, students

may also make use of Apex Institute of Education library facilities for study purposes and Trainers may take students to outside libraries and organise a library representative to explain membership and research techniques.

## **14.4 Apex Institute of Education Building Security System and Smoke Alarms**

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions. Students should familiarise themselves with the Emergency Procedures as posted on the student notice board and attached at the end of the Student Handbook.

## **15.0 Issuance of Qualifications**

On completion of a course students will be issued with the appropriate certification. On completion of delivery units trainers will submit results to the Registrar for entry into Apex Institute of Education data management system. On completion, at competent level, of all subjects within the appropriate course, students will be eligible to receive qualifications.

Upon exit, if students do not complete all required subjects at competent level they will not be eligible to receive a qualification. They will, however be eligible to receive a Statement of Attainment for their course.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by as unique number – printed on the qualification or statement. Apex Institute of Education will maintain a record of all qualifications issued for a period of 30 years.

### **15.1 Secondary Courses**

Apex Institute of Education will register student visa students who are doing their primary course, secondary course or both at Apex Institute of Education. It is the responsibility of the student to maintain all, of their student visa conditions with regards to their primary provider. If a student does not fulfil the requirements of the primary provider and has their visa cancelled and is subsequently unable to continue their secondary course for this or any other reason) Apex Institute of Education will apply Apex Institute of Education cancellation and refund policy with regards to student default.

### **15.2 Course Completions**

Students must complete, at competent level, all subjects that comprise a course at Apex Institute of Education. Both core and elective competency units have been preselected to maximize vocational outcomes and to this end Apex Institute of Education may have included bonus units at no extra cost to the student

## **16.0 Student Code of Conduct**

As Apex Institute of Education is a place for training and learning certain rules apply, during the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to Apex Institute of Education.

### **16.1.1 Alcohol**

Alcohol is NOT permitted on Apex Institute of Education premises. It being an educational Institution, the influence of alcohol spoils the learning environment of the Institution.

### **16.1.2 Smoking**

Apex Institute of Education is a NON SMOKING workplace and we ask for your assistance not to smoke on Apex Institute of Education premises or within the building.

### **16.1.3 Chewing Gum**

The chewing of gum is NOT allowed on the premises, as all of classrooms and hallways have carpets.

### **16.1.4 Drugs**

You must NOT bring drugs to Apex Institute of Education. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

### **16.1.5 Spitting**

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

### **16.1.6 Firearms and Knives**

It is against the law in New South Wales to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to Apex Institute of Education. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

### **16.1.7 Dress**

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed. Uniforms are required to be worn in kitchen facilities.

### **16.1.8 Mobile Phones**

All mobile phones should be switched off during class, work placement or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

### **16.1.9 Food and Drink**

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts. You can use the common room for eating and drinking. AIE will provide a snack vending machine and a student canteen.

### **16.1.10 Litter**

Please use the rubbish bins provided for the litter.

### **16.1.11 Other Important Tips**

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep Apex Institute of Education premises clean and do not write anything on the walls or on the desks. Student must leave Apex Institute of Education premises in neat and tidy condition.

## 17.0 Studying in Australia

Information on studying in Australia can be found at the following website:

<http://www.studyinaustralia.gov.au>. The government legislation regarding studying in Australia is outlined in the following government documents:

- The ESOS Act, 2000
- The ESOS Regulations, 2001
- The National Code for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code)

As part of your decision to study in Australia you are encouraged to make yourself familiar with these documents so that you are aware of your rights and obligations as an Overseas Student studying in Australia. The National Code is available from our college office. .

For more information on studying in Sydney, New South Wales, Australia go to the NSW Department of Education and Training website: <https://www.det.nsw.edu.au/>.

### 17.1 ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

You may download this info at [http://studyinaustralia.gov.au/Sia/en/WhatToStudy/Vocation/ESOSFramework\\_pdf](http://studyinaustralia.gov.au/Sia/en/WhatToStudy/Vocation/ESOSFramework_pdf)

The ESOS Act, the ESOS Regulations and the National Code may also be viewed from the Australian Government Department of Employment, Education and Workplace Relations website: <http://www.deewr.gov.au>

### 17.2 Do I need a student visa?

If you want to study face-to-face at our Parramatta campus and you do not fulfil one of the following categories, you will need to apply for a student visa:

- Australian Citizen
- Australian Permanent Resident

If you hold a Working Holiday Visa, you must obtain a student visa when the course you are applying for exceeds 3 months duration.

### 17.3 Visa applications

The Australian Government has instituted major reforms to the procedures of Student Visa applications. Under these reforms, each country has been assessed at different levels, which determine the requirements for a successful application. The Australian Embassy in your own country can help you with these details. You can also find out more information at the Australian Department of Immigration website: <http://www.immi.gov.au/students/index.htm>.

### 17.4 What do I do if my application to AIE is approved?

If your application to become a student of AIE is successful, we will be issuing you with an Offer of Enrolment. Once you have received this, you will need to apply for a Provisional Visa Assessment letter (PVA). You should begin the process of obtaining your student visa as early as possible by contacting the Australian Embassy in your city, as it can take a few months to process a visa. We will help you with the process of obtaining a student visa.

A checklist on what you need can be found at the Department of Immigration website, <http://www.immi.gov.au/>.

- Click on the 'Visas and Immigration.'

- Click on the 'Students.'
- Click on 'Student Visa Options.'
- Click on 'Vocational education and training.'
- Select you country and click on the 'Continue your visa' button.
- This next page shows you links to five pages to help you with a visa application:
  1. About this Visa
  2. How this Visa Works
  3. Eligibility
  4. Obligations
  5. Applying for this Visa

Read through these pages. Page five, 'Applying for this Visa,' allows you to download a click list to help you complete your application.

## **18.0 Living in Parramatta**

Apex Institute of Education is located in the city of Parramatta which is situated in the West of Sydney City. The Sydney airport trains run regularly and it takes about 20 minutes to get to Parramatta. From there you can catch a cab from Parramatta train station to your destination.

### **18.1 Location**

The college is located next to the Parramatta river and can be reached in less than 10 min on foot from the Parramatta train station. The Council also operates a free city shuttle bus (called LOOP) which runs every 10 minutes from Church Street which is next to the college.

### **18.2 Population**

At the 2006 Census, Parramatta had a population of 148,323 (up by 2.7% from 144,490 in 2001) with an Indigenous population of 1,201 or 0.8% (compared with 1.2% in the Greater Metropolitan Region and 4.7% in non-metropolitan NSW). Parramatta had a total of 54,482 dwellings (up by 5.9% from 51,432 occupied dwellings at the 2001 Census), giving an average occupancy rate of 2.72 persons per dwelling (down from 2.81 in 2001). (Source: Department of Housing Parramatta)

### **18.3 Accommodation Options**

Parramatta boasts a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on an independent apartment or rental. Whatever you choose, we suggest arranging your accommodation as early as possible . For students who have not decided where they would like to live, a minimum booking of four weeks at a Homestay will guarantee you somewhere to stay upon arrival and while you make more definite arrangements. Airport pickup can be arranged with accommodation.

### **18.4 Rental Affordability**

Using 2006 Centrelink data, Parramatta has 7,259 residents in the private rental market and in receipt of Commonwealth Rent Assistance (CRA). Single person households comprise the majority with 52%, followed by couples with children comprising 19%. The proportion of properties in the private rental market in Parramatta that is theoretically affordable to households is 40% at June 2007. The private rental market represents 25.85% of all occupied private dwellings in Parramatta

Weekly Rental Rate ranges from \$140 to \$180 per week for a single bedroom.

### **18.5 Entertainment & Culture**

Parramatta has vibrant multicultural community that combines some of the most important heritage sites in Australia. There are two swimming pools, golf club, tennis courts, skate park and numerous sporting fields available in Parramatta in addition to hundreds of Fs and Cafes along the popular Church street.

Parramatta is also home to many unique historic buildings. Each year the city's libraries and Heritage Centre attract thousands of visitors and our celebrated Riverside Theatre presents more than 600 events and performances.

### 18.6 Child Care

There are also five Council operated long-day childcare centres at Harris Park, Dundas, Granville, Ermington and Northmead, plus an occasional childcare centre in Westfield Shoppingtown .

### 18.7 Food

Parramatta is renowned for its alfresco dining and offers a variety of options to suit every taste and price range. Cuisine from every ethnic origin imaginable is featured in a diverse array of restaurants and eating-houses.

Sydney's propensity for eating shines through with various food festivals, including Good Food Month. Harris park, a suburb that borders the college, Church St. Parramatta and many more are home to many restaurants, from Macrobiotic non-smoking, non-drinking temples of purity to homely chicken shops. Thai, Vietnamese, Greek, Italian, African, Chinese, Japanese, Modern Australian, Seafood, Mediterranean and everything in between can be had for very little expense. Parramatta has several food strips that food-loving students have called home for many years.

### 18.8 Night life

As a large multicultural city, Sydney prides itself on nightlife unparalleled in Australia. Whether clubbing, pubbing or raving is your scene, we have it all. Popular nightspots include those located around Oxford Street, King Street Wharf, Cockle Bay, Kings Cross, City centre and the Roxy at Parramatta. The arts and theatre are also central to Sydney life, so be sure to visit the Sydney Opera House. A comprehensive events guide can be found at Sydney City search.

### 18.8 Demographics

Here are some statistical information on Parramatta which includes a comparison with Sydney CBD.

PopulationSize	Parramatta	Sydney
	<b>2150</b>	<b>2000</b>
All People	22809	3997337
Country of Origin	Parramatta	Sydney
Australian Born	41%	61%
Born Overseas - Top 5	Parramatta	Sydney
China	10%	2%
India	8%	1%
Lebanon	3%	1%
New Zealand	3%	2%
Philippines	3%	1%
Age Statistics	Parramatta	Sydney
20 to 39	42%	33%
40 to 59	23%	28%
5 to 19	15%	14%
60+	13%	17%
0 to 4	6%	7%
Family Statistics - Top 5	Parramatta	Sydney

Married	46%	51%
Never Married	36%	33%
Divorced	8%	7%
Widowed	6%	6%
Separated	4%	3%
<b>Religion - Top 5</b>	<b>2150</b>	<b>Sydney</b>
Catholic	29%	34%
No Religion	16%	13%
Anglican	11%	23%
Islam	11%	4%
Hinduism	8%	1%
<b>Occupation - Top 5</b>	<b>2150</b>	<b>Sydney</b>
Professionals	9%	9%
Intermediate Clerical/Sales/Service	8%	8%
Associate Professional	5%	5%
Tradespersons and Related Workers	5%	5%
Intermediate Production and Transport	4%	4%
<b>Education - Top 5</b>	<b>2150</b>	<b>Sydney</b>
Not Attending (Working)	73%	73%
University or other Tertiary Institution	8%	5%
Infants/Primary	6%	9%
Technical or Further Education	5%	3%
Secondary Education	5%	7%
<b>Transport to Work - Top 5</b>	<b>2150</b>	<b>Sydney</b>
Car (driver)	19%	24%
Train Only	7%	3%
Walked	4%	2%
Car (passenger)	3%	3%
Train & Other	2%	2%
<b>Type of Dwelling - Top 3</b>	<b>2150</b>	<b>Sydney</b>
Flat	69%	22%
Separate house	19%	64%
Semi/Terrace	6%	10%
<b>Nature of Occupancy - Top 3</b>	<b>2150</b>	<b>Sydney</b>
Rented	63%	30%
Fully Owned	19%	41%
Purchasing	10%	23%
<b>Monthly Loan Repayment - Top 5</b>	<b>2150</b>	<b>Sydney</b>
\$600-\$799	19%	13%
\$1,000-\$1,199	17%	15%
\$800-\$999	16%	15%

The demographics are compiled from a variety of sources including the Australian Bureau of Statistics and research by Australian Property Monitors. Copyright in ABS Data resides with Commonwealth of Australia. ([www.abs.gov.au](http://www.abs.gov.au))

## 19.0 Living in Sydney

Sydney is the capital city of the state of New South Wales and is located on the southeast coast of Australia. Situated on one of the world's most breathtaking natural harbours, more than 4 million people from over 180 countries, speaking 140 languages, call Sydney home. Surrounded by spectacular scenery - from steep cliffs and white beaches to wild bushland and lush national parks - the city spreads from the harbour in a fusion of cultures and lifestyles.

Sydney's mild climate gives residents and visitors access to a thriving outdoor life. Whether you enjoy shopping, alfresco dining, sightseeing or adventurous sports, you will find a myriad of options that cater to your interests in Sydney. The city is alive with trendy markets, parks, beaches, shopping and entertainment districts and sightseeing that is internationally celebrated.

A global fashion centre, Sydney's shopping choices range from upmarket boutiques to department stores and shopping malls. Colourful weekend markets are found in many trendy areas including the famous Rocks district, Paddington, Balmain, Woolloomooloo and Haymarket. Budget minded students have options too, as the weekend markets are great for fruit, vegetables, clothing and an assortment of other goods.

Whatever your interest, you are bound to find it available in the relaxed and friendly community of Sydney.

### 19.1 Climate

Sydney experiences fair weather all year round with average temperatures ranging from 26°C for the warmer months and 15°C for the cooler months. Rainfall is spread evenly throughout the year and averages 1200mm with a humidity of 62%.

Summer        December to February - Average: min 18°C max 26°C

Autumn        March to May - Average: min 15°C max 22°C

Winter         June to August - Average: min 9°C max 17°C

Spring        September to November - Average: min 14°C max 22°C

### 19.2 Cost of Living

The cost of living in Sydney really depends on your lifestyle. As a guide, you will need A\$15,300.00 at a minimum for living expenses for one year (covering accommodation, transport and food but not entertainment or a car). An initial cost of roughly A\$3,000 is needed to cover rental bonds, furniture, electricity and telephone. You only need to pay this once.

Other expenses include text books, study aids and insurance. New text books cost up to A\$500 per year and many can be bought second hand.

### 19.3 Homestay

Homestay, with an Australian family in a private furnished bedroom, is a great opportunity for students to improve their language skills and have an authentic cultural experience. This can be provided by Australian families who are selected by Apex Institute of Education. Further information regarding the services provided by these two agencies and the associated costs, can be obtained by contacting these respective providers directly and visiting their respective websites for further information.

### 19.4 Student Employment

Students intending to work in Australia must apply for a permission to work visa. Students can only apply once they have commenced their studies. Obtaining a work visa will allow students to work up to 20 hours per week during trimester and full-time during university breaks. Students are advised that part-time work may distract them from their studies and they should not rely on their earnings to pay tuition fees or other living expenses.

## 19.5 Festivals

There is nothing that Sydneysiders enjoy more than a good festival. Every year the Sydney Festival is held, running for a month over summer. It includes theatre, shows, opera, concerts, exhibitions and plenty more. A highlight of the year is the annual short film festival, Tropfest, an outdoor screening of entrants in a short film competition that draws tens of thousands. There is also a general Sydney Film Festival every year. Most inner city suburbs host their own festivals, with Newtown, Glebe, Parramatta and Leichhardt being local notables.

## 19.6 Food

Sydney's propensity for eating shines through with various food festivals, including Good Food Month. Newtown, a suburb that borders the uni, is home to many restaurants, from Macrobiotic non-smoking, non-drinking temples of purity to homely chicken shops. Thai, Vietnamese, Greek, Italian, African, Chinese, Japanese, Modern Australian, Seafood, Mediterranean and everything in between can be had for very little expense. Glebe Point Road in Glebe, on the other side of the university, is another street that food-loving students have called home for many years.

## 19.7 The great outdoors

Of course Sydney is known for its Harbour and the best way to appreciate it is to get out on the water. A cheap way to achieve this is to buy a ferry ticket and cruise over to Manly from the city. If you want to get your feet wet there are plenty of beaches to explore – the world famous Bondi, Manly and Palm Beaches are a must. National Parks border the city on all sides, the Blue Mountains in the west are able to be reached by train, as is the Royal National Park in the south.

## 19.8 Getting around

Sydney is well serviced by public transport. Ferries service various parts of the Harbour, from Manly on the coast, inland to Parramatta. Transport stations are well located to take advantage of buses and trains. If you fancy a little jaunt out of the city you can catch trains and buses to the Blue Mountains, the Central Coast or the South Coast.

## 19.9 Shopping

As a bargain hunting student you'll be spoilt for choice, with shops ranging from chic boutiques to some of the world's most beautiful and colourful markets that are renown for their diversity and sheer size. Some of the better markets include those located at the Rocks, Paddington, Bondi Beach, Glebe and Haymarket. The latest addition for shopping fanatics is the Direct Factory Outlets Centre close to Olympic Park, which includes a wide range of brand names- ideal shopping for the budget conscious student.

## 19.10 Arts and Culture

Sydney's reputation for maintaining one of Australia's best arts calendars is well deserved. During the Summer you'll be able to see productions from such world-class groups as Opera Australia, the Australian Ballet, the Sydney Dance Company and the Sydney Symphony. For great theatrical performances check out the program of the Sydney Theatre Company who perform at the Sydney Opera House and Walsh Bay, in the Two Wharf Theatres and the Sydney Theatre. Quite simply, there may be no greater setting in the world to hear a classical performance than at the Sydney Opera House.

The splendidly refurbished Capital Theatre in Haymarket hosts many a big show. The Lyric and Showroom Theatres in the Star City Casino are also home to mega-hit musicals. With student discounts often available for many performances, you don't have to break the bank to hear and see an eclectic and exciting mix of classic, contemporary and Australian performing arts. The Art Gallery of New South Wales has significant collections of Australian, indigenous and Asian art. The Museum of

Contemporary Art is Australia's only Museum dedicated to exhibiting, interpreting and collecting contemporary art from across Australia and around the world. With a continuing changing program of exhibitions there is always something exciting and inspiring to see at the MCA.

### **19.11 Telephone, Internet and Post**

You will have your own email account that you can use in the computer labs. There are also various internet cafes located throughout Sydney. These costs are around A\$5 per hour.

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around A\$15 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for about A\$100.

To post a letter overseas the cost is between \$1.10 and \$2.60 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

### **19.12 Emergency**

Police, Fire, Ambulance 000 Telephone Interpreter Service (TIS) 13-1450

### **19.13 International calls**

0011 + country code + area code + number (country codes may be found in the telephone directory).

0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

There are many shops selling phone cards that enable students to call home with cheaper rates. We suggest that students keep a phone card handy instead of using your mobile or landline to contact your relatives overseas.

### **19.14 Banking**

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

### **19.15 School Aged Dependant Children**

Students are advised that any school aged dependants accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

Dependent children of school age (5-15 years) must be enrolled in either a government public school or a private school during your stay in Australia. There are several private and state schools close to our college.

Fees may be incurred and will vary from school to school. The estimated cost for enrolling a child in an Australian school is \$8,000. Please contact the school for relevant school fees.

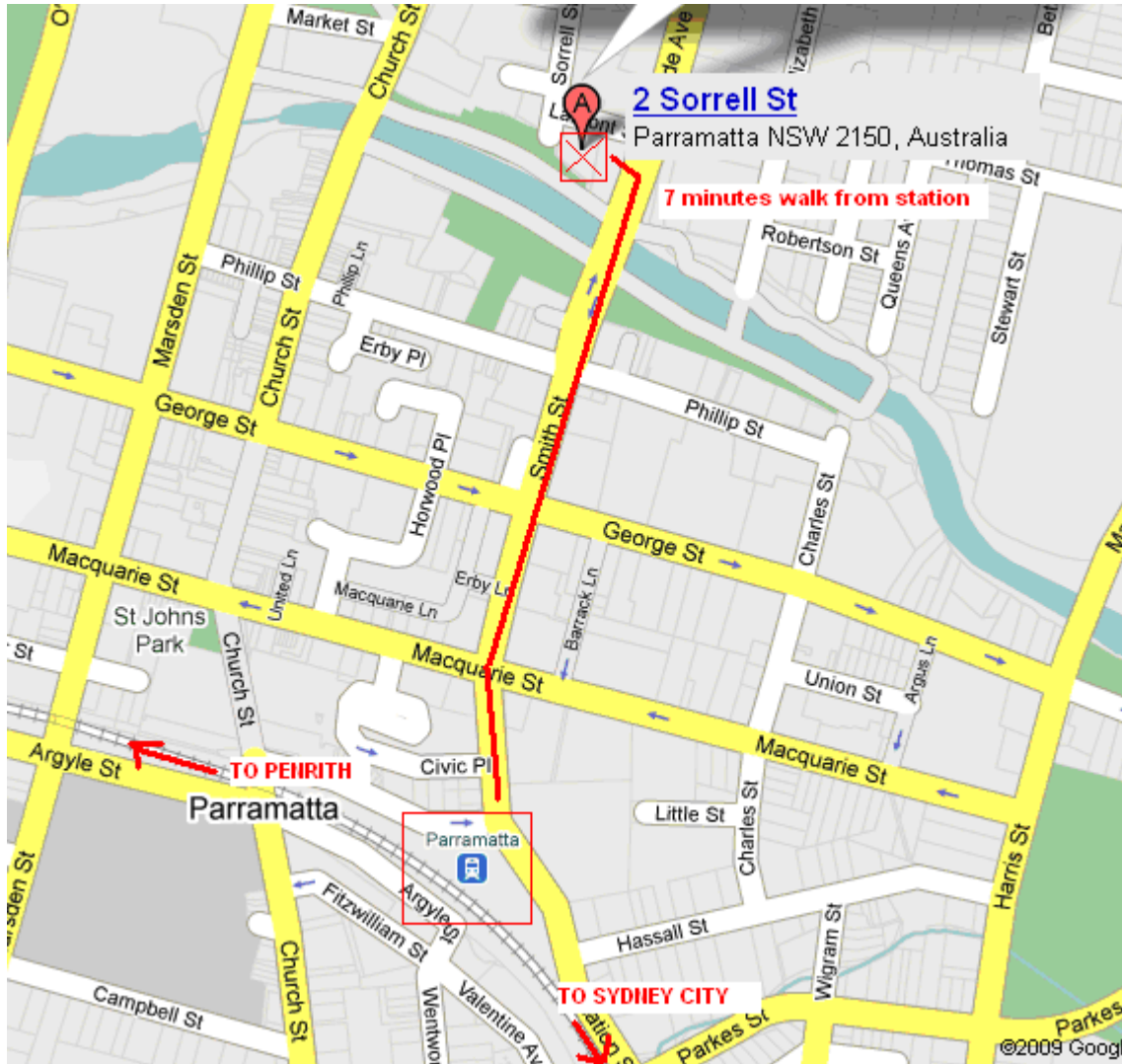
To find more information about local public schools around Parramatta visit the NSW Public Schools website <http://www.schools.nsw.edu.au/>.

To find more information about private schools around Parramatta visit the Private Schools Directory website <http://www.privateschoolsdirectory.com.au>.

If you require any more information please contact AIE.

## 20.0 Location Map

APEX INSTITUTE OF EDUCATION  
2 Sorrell Street, Parramatta NSW 2150





Apex Institute of Education, 2 Sorrell Street, Parramatta NSW 2150  
ABN 38 130 193 207  
Telephone – 02 8007 6262 Facsimile – 02 8007 6260  
RTO Provider Code – 91606 Cricos Code – 03156M

## EMERGENCY EVACUATION AND FIRE STAFF INFORMATION

### FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

#### Fire Evacuation Procedure

- Evacuation will be initiated by activation of the Evacuate Signal that is audible in all sections of the building or at the discretion of a member of Apex Institute of Education if they consider there is any danger to personnel in their immediate vicinity.
- Staff members shall evacuate all persons in immediate control, beginning with those furthest from the designated fire exits.
- Where lectures or laboratories are being conducted, the person conducting (or nominally in charge of) these shall, upon receiving instructions to evacuate, conduct their students out the designated fire exit.
- Do not use the lifts unless you are directed to by Emergency Personnel.
- If there are any mobility-impaired persons in the building, it is the responsibility of the staff members to assist them if necessary.
- During evacuation, doors shall be kept closed, but not locked, to retard the spread of smoke and fire. This is particularly important with respect to corridor smoke doors.
- Staff members shall convey the order to evacuate as firmly as necessary to ensure compliance.
- Following evacuation, each staff member shall post volunteers near building entrances to prevent re-entry by unauthorised persons. Staff Members shall then report to the CEO/Director of Studies or the most senior staff member for further instructions.
- After leaving the building, assemble outside the front door on the opposite side of the road to the building. Do not re-enter the building until clearance is given.
- **Do not leave the assembly area without informing your respective staff member** - Emergency Services personnel will risk their lives if it is thought you are still in the building.

#### Evacuation Drills

Evacuation drills will be conducted at least once a year. These will not necessarily be fire drills; other types (eg. bomb threat) will be used on some occasions. Advanced notice will be given, and all persons present in the building will be expected to participate.

#### Special Instructions for Staff

Staff should make themselves aware, each semester, where the nearest Fire Exit is located for each classroom in which they hold a class.



Apex Institute of Education, 2 Sorrell Street, Parramatta NSW 2150  
ABN 38 130 193 207  
Telephone – 02 8007 6262 Facsimile – 02 8007 6260  
RTO Provider Code – 91606 Cricos Code – 03156M

## **EMERGENCY EVACUATION AND FIRE STUDENT INFORMATION**

### **FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS**

All students are to follow the primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and Apex Institute of Education staff

**DO NOT PANIC**

**DO NOT USE ELEVATORS**

If an emergency condition arises here is what to do:

- **When you hear the fire bell**
- **Don't panic**
- **Listen for a warning that the alarm may only be a test**
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow Apex Institute of Education staff to the exit signs and use the **Fire Exit stairwells only**
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- **Do not return to fire/smoke floor until instructed to do so.**

## 21.0 Statement of Understanding of AIE Rules & Receipt of Student Handbook

I, ..... Student ID No:.....  
acknowledge that all of Apex Institute of Education and Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and Visa terms and conditions have been provided and fully explained to me during my Apex Institute of Education Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions Apex Institute of Education will initiate a Warning and Reporting Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from Apex Institute of Education will be cancelled and if I am on a visa my details will be forwarded to the Department of Immigration Multicultural and Indigenous Affairs with a recommendation for the cancellation of student (Temporary) visa;
- That while I am on a Student (Temporary) Visa in Australia, I am obligated to attend Apex Institute of Education for 20 hours of supervised tuition on-site and maintain an attendance of not less than 80% at any time;
- That I am required to maintain, as Apex Institute of Education defines, a satisfactory rate of academic progress, completing all the required assignments, appearing in all the required examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify Apex Institute of Education of any change of my contact details;
- That I must remain 'financially viable' at all times and will pay all my Fees including Tuition Fees on time;
- That I will maintain my Health Insurance at all times;
- That I have read and understood all Apex Institute of Education rules, policies and procedures as detailed in the student handbook, Legislative Requirements Student Information Folder, all course and marketing information and Student Orientation; and
- That I understand that AIE will collect only the information necessary for one or more of its functions. the individual will be told the purposes for which the information is collected; and that my personal information will not be used or disclosed for a secondary purpose unless the I have consented or a prescribed exception applies
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled and details recommended to DIAC for cancellation of student visa.

.....  
**Student Signature**

.....  
**Date**