



**Australian Health and Horticulture Institute
International Student Handbook**



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Australian Health and Horticulture Institute

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From the CEO

Welcome to the Australian Health and Horticulture Institute!

AHHI Pty Ltd. is a registered training organisation in Australia. We offer training in Business Services and Horticulture. We are a privately owned, independent training company aiming to provide quality training for these specific fields.

All AHHI Pty Staff are fully qualified and continuously undergo professional development. We aim to make your international student experience a memorable one while preparing you to be a successful businessperson or horticulturists in the future.

CEO Stephen Grigg

Using This Handbook

This handbook is to be issued to all international students who are looking to join us and commence or improve their knowledge for business and horticulture services courses. Use this as the first step to see information about your student journey from your assessments through to different policies and procedures that we follow to ensure you get well-looked-after by our college during your time as an international student.

Location

Australian Health and Horticulture Institute

Main Campus

31/70-74 Philip Street Parramatta NSW 2150

Regional Address

168 Mulgrave Road Mulgrave NSW 2756

Key Contacts

Admissions/Student Support

admission@ahhi.edu.au

Marketing Manager

marketing@ahhi.edu.au

Accountants

accounts@ahhi.edu.au

Operation Manager

admin@ahhi.edu.au

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Introduction

This International Student Handbook is designed to provide you with information about the services provided by the Australian Health and Horticulture Institute. It sets out students' rights, obligations and responsibilities. The booklet also explains our approach to providing you a safe, fair and supported environment to participate in our international training program.

For specific information about the qualification you are interested in please refer to the relevant Course Brochure supplied separately with this handbook.

About Australian Health and Horticulture Institute

Australian Health and Horticulture Institute is a Registered Training Organisation (RTO ID: 41015 approved by the Australian Skills Quality Authority (ASQA). You can view our registration record on the National Training Register. AHHI operates in accordance with the Australian VET Quality Framework and the National Vocational Education and Training Regulator Act 2011.

Australian Health and Horticulture Institute delivers a range of industry qualifications and maintain close professional links to industry within Australia to ensure our training is current.

Organisation Goal

AHHI aims to provide a high standard of Vocational Education to students in an excellent learning environment to students in their personal and intellectual development with our ethical action in accordance with all codes of practice.

Mission, Philosophy and Vision

The mission of AHHI 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.

Ethics

AHHI will always endeavour to act in an ethical manner. All activities of AHHI are carried out honestly, fairly, and accurately to give value to our clients. High standards of financial integrity, 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.

Essential Contacts

Trainers

The trainers at AHHI Pty Ltd. perform all training assessments. In addition, trainers are responsible for day-to-day course administration. All have at least a TAE40116 Certificate IV in Training and Assessment (or equivalent) and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge. Trainers and assessors must, by law, maintain accurate records of attendance and participation.

Administration Staff

The Administration Officer is responsible for the control of the front office and receive all payments from you and coordinates your training activities.

Student Support Officer (SSO)

The SSO is responsible for extending all kinds of support required to you as mentioned in the student support policy. You can contact SSO for any difficulty you are facing whether they be study-related or other matters such as money problems, homesickness/depression, or any other issues that might stop you from studying freely and with a clear mind. We are here to help and/or assist you to find the help you need.

Counsellor

The student counsellor will give you support upon request and will always respect your privacy Introduction to Australian Vocational Education and Training

Staff Responsibilities for Access/Equity & Equal Opportunity Issues

Our organisation's CEO is the person all problems and information requests should be directed to. The CEO is the access and equity officer for AHHI Pty Ltd., so if you are experiencing any harassment or discrimination, refer the matter to the CEO in writing.

AHHI Pty Ltd.:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staffs are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, physical and intellectual capacity.

- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers help to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that helps students to meet their personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- Staff and students are required to always comply with access and equity requirements.

AHHI Pty Ltd. provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all our students are made aware of their rights and responsibilities through this Student Handbook.

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by Australian Health and Horticulture Institute must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Australian Health and Horticulture Institute recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers and being confident that their qualification will be equally recognised.

What is competency based training?

Competency based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your trainer/assessor will make a judgment of your competency after reviewing all the different types of assessment

evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units and be included in a course and the elective units which are available.

Our Trainers

AHHI Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Australian Health and Horticulture Institute we deliver a nationally accredited qualification via scheduled face-to-face classes, scheduled online learning, self-study and for some courses mandatory work placement. When you study with Australian Health and Horticulture Institute, your Trainer Assessor will be always there to assist you throughout your course

Australian Health and Horticulture Institute trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

Delivery Methods

AHHI provides blended based training model comprised of the following components of delivery, supervision, assessment and support:

Classroom based training sessions to develop the knowledge and theoretical understandings required to prepare for practical application. Classroom settings will ensure full access to internet, whiteboards and online resources. Classroom and simulated environment training sessions include scheduled face to face classes each week during term time. Attendance in classroom-based training sessions is mandatory and students who do not attend are not eligible to undertake assessment

Practical training and experience for a range of courses are held in industry simulated environments allowing for training, practice and assessment to occur in a simulated environment. During the practical sessions, enough time is allocated to students to prepare,

practice their skills, reinforce their knowledge and prepare themselves for the practical assessments. Attendance in practical training and experience is mandatory and students who do not attend are not eligible to undertake assessment

Online Learning - Students must complete 6 hours of scheduled online learning every week to complete research, knowledge preparation and formative assessment activities including associated review questions to enhance their understanding. This time is included in the scheduled hours of training per week Online learning is monitored and recorded to comply with Standard 8 National Code of Practice 2018.

Self-Study for class reading, assessment research, preparation and completion - In addition, successful completion of this course will require students to engage in the following self-study time that is essential to be undertaken in the student's own time outside the scheduled hours to include but not limited to:

- Read the relevant chapters in their learning materials prior to class so that the theory presentation has some context and meaning as students will better understand the theory presentation
- Answer the questions at the end of the relevant chapter prior to attending class so that the trainer can run through with the class integrated with the theory presentation
- Research, preparation and completion of summative written assessment tasks
- practical assessment preparation
- any other additional reading and exploration of suggested resources

The amount of time students needs to spend varies upon the individual, however 10 hours per week in addition to scheduled face to face classes and online learning would be appropriate for satisfactory course progression. This time is in addition to the structured 20 scheduled hours of training each week

Mandatory Work Placement is provided for some courses where students are required to demonstrate the knowledge and skills in the work place for successful completion of their course. Refer to course information for courses requiring work placement.

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Australian Health and Horticulture Institute takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF certificates.

Assessment

Assessment System

Assessment will usually commence in the session following delivery and student will be given 10 days after the delivery of the unit to complete assigned theory and practical requirements. As this is a competency-based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed.

Formative assessment is provided throughout the course in terms of practice. This is achieved through using the tasks outlined in the learners' resources as practice. These tasks are separate to the summative assessment process that concludes each unit of competency.

The assessment process may include theory and practical assessments.

Each unit has an individual assessment tool and mapping document which establishes the details assessment methodology including:

- Outlining the assessment methods
- Providing instructions for the assessor
- Providing instructions for the students
- Being mapped to the unit of competency through a separate mapping document
- Ensuring assessment is summative

Recording Information

It is a requirement that trainer/assessors record detailed information of the student's demonstrated knowledge and skills. The comments fields within the assessment tools are to be used to record detailed commentary on the knowledge & skills demonstrated by the student. Each assessment task is to be judged as Satisfactory (S) or Not Satisfactory (NS).

The trainer/assessor comments and final judgement of Competent (C) when all tasks are satisfactory or Not Yet Competent (NYC) when one or more tasks are unsatisfactory are recorded and maintained on LMS including the comments and changes where reassessment resulted in the award of Competent (C)

Grades are finalized on LMS.

Students who are assessed as Not Yet Competent are provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through intervention and/or gap training and assessment (Including reassessment and missed assessment)

Reassessment

Australian Health and Horticulture Institute provides students with three (3) free units throughout their course to resubmit at no cost. Free submission will only apply if all of the following criteria's are met:

- (i) you have attended and submitted the assessment on time and by the due date, and
- (ii) you have been marked Not Satisfactory

Should the student still require further reassessment / resubmission, then they are required to pay the published reassessment/resubmission fee prior to undertaking further reassessment.

Missed Assessment

In the event that a student attended all scheduled classes and/or completed scheduled online learning but failed to submit an assessment by the published assessment due date, it is treated as a missed assessment. However, students are required to pay the published missed assessment fee prior to submission. In the event that a student did not attend scheduled face to face classes and/or scheduled online learning, the student is not eligible for missed assessment and is required to repeat the unit of competency.

1. If student has attended online learning, then self-study online.
2. If student has missed attending online learning, the reassessment policy applies.
3. If student has attended face to face classes, reassessment policy applies.
4. If student has missed attending face to face classes, attend makeup class. After that reassessment policy applies. Student has to pay reassessment fee.

Missed Assessment Process:

- Students who do not submit an assessment by the published due date and have not formally applied for and been granted approval for late submission will be deemed 'Not Yet Competent' and consequent possible failure of the entire unit of competence.

- Students must make an appointment to meet with the Student Support Officer to consult on the following based on the Student Visa Requirements Policy:
 - Current academic progress to date using LMS reports on assessment submission and LMS usage
 - Reason for non-submission
 - Any evidence to support non-submission
 - Extent of non-submission if there is a history of non-submission

The Assessment Environment

At Australian Health and Horticulture Institute, there is a strong focus in undertaking assessment as though you are working in a real industry environment. This approach is supported by our simulated industry environments (refer to practical delivery locations in this handbook).

Assessment due dates

Students are provided with assessment information prior to term commencement through the provision of a class timetable and delivery sequence for the term which includes the assessment due date. Current students receive this information via email through LMS and new students receive this at orientation and registration. You should work diligently to complete all assessment tasks on the due date.

Submitting authentic work

All work submitted must be your own work. Australian Health and Horticulture Institute verifies this in the following ways:

- student confirmation and declaration
- additional verbal questions given to students on a random basis
- comparison of work style and quality for all work undertaken.

Assessment methods

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. Depending on your course, the following assessment methods are used:

- **Observation of practical skills.** Practical demonstration allows the observation of skills integrated with knowledge during its practical application.
- **Project / Written Report / Case Study.** Students will be required to complete practical projects that simulate the workplace. Students are required to produce a range of written records or reports. Detailed instructions for these assessment tasks are issued to the student at the commencement of the unit.
- **Knowledge assessment.** Students are required to prepare responses to knowledge questions and activities. Knowledge questioning assessments will be provided to students by the assessor at an arranged time and the student will be required to individually complete the assessment. The student may research their answers from the course training materials and notes as well as other sources.
- **Role Play.** Students are required to demonstrate a range of tasks in whilst being observed by the assessor. This type of assessment may require the student to prepare and submit documents for use in the demonstration.

Submitting Assessments

Completed written assessments are due to be submitted online through LMS. Students LMS will be closed midnight as per published due date. Students who have not submitted their assessments by the due date will be identified as missed assessment and the missed assessment fees and conditions will apply.

You will be provided with support by your trainer so that each assessment is submitted by the due date and is complete.

Students who submit an assessment that is deemed Not Yet Competent, the trainer will go through the areas that need to be addressed and the student will be provided with the opportunity to undertake reassessment as follows. Students are provided three (3) free units for reassessment at no cost. Free submission will only apply if all of the following criteria's are met:

- (i) you have attended and submitted the assessment on time and by the due date, and
- (ii) you have been marked Not Satisfactory

Thereafter, the reassessment fee will apply.

Students who do not submit an assessment by the published due date will be required to provide a valid reason with documentary evidence to support the missed assessment. The

student will undertake assessment as per the published Missed Assessment Fee. The Student Support Officer will investigate the student's academic progress to identify if intervention is required.

In order to gain your full qualification, you must demonstrate competency in each Unit of Competency in your course. If you fail to do so, you will be provided with only a Statement of Attainment for the units you have successfully completed.

Reassessment/Appeal against Unsatisfactory / NYC

Students are eligible to appeal the recording of:

- Unsatisfactory for individual assessment tasks/forms of assessment
- NYC for unit(s) of competence

Students who have not submitted an assessment, or who have not attended classes with active participation may not be eligible for reassessment and will be deemed as not yet competent and must repeat the unit of competency/module again. In this case the conditions for student intervention will also apply.

Criteria for Appeal:

Students may appeal against an assessment or full unit of competency being deemed not yet competent under the following criteria.

- Unit of Competency assessment requirements and procedures were not published /told or were changed by Australian Health and Horticulture Institute without notification or sufficient notice
- Student claims that a mistake has been made by the trainer in calculating the evidence of competency and that it should be reassessed. An appeal under this criterion enables the student to have the assessment evidence re-examined by the Student Support Officer or delegated experienced trainer/assessor. It is a detailed check to ensure that no part of a student's performance has been overlooked and competency will be granted based on evidence provided.
- Student has verifiable information regarding relevant and unavoidable compassionate and compelling circumstances which directly and significantly affected student's performance. As a consequence, the student believes that the result does not fairly reflect the student's demonstrated skills and knowledge

- If any of the above criteria do not apply to the student's reason for appeal, the student may still appeal and provide the reason for making the appeal which will be considered.

Procedure for Assessment Appeal/Reassessment:

Students are required to follow the procedure below:

- If the student believes that they can demonstrate competence for the assessment or full unit of competence, then they are to commence the appeals process using the Complaints and Appeal Lodgement Form and submit to the Student Support Officer.
- The Student Support Officer will meet with both the student and the trainer to collate the evidence and document the reason that the initial not yet competence that has been recorded with the aim to ensure that the process is fair for both the student and trainer.
- Where the student has demonstrated that they are competent based on the evidence presented, then the Student Support Officer and Trainer will co-sign the Complaints and Appeal Lodgement Form with attached evidence and amend the student's results on LMS.
- Where the student has demonstrated that they are not yet competent based on the evidence presented, then the Student Support Officer and Trainer will support the student to identify the underlying reasons that include but are not limited to attendance, class participation, level of demonstrated pre-class required reading that provides underpinning knowledge etc. The student must clearly understand the reason so that reassessment results in the student being able to demonstrate competence as part of the learning process
- If the student is still deemed not yet competent after appeal and requires reassessment, students will be required to pay the published fee prior to reassessment
- students will be required to produce evidence of payment by presenting the receipt showing reassessment payment has been completed prior to undertaking reassessment

Considerations:

- Whilst the appeal must be based on the criteria outlined, all applications for reassessment will be considered with respect for the learning process and providing clear evidence of competence and based on evidence
- The procedure must be followed as outlined in this policy and documentation signed by the student and Trainer.

- If an Australian Health and Horticulture Institute error has been made in assessing a student's evidence of competence (i.e. clerical errors, omission of marks, misapplication of criteria, etc.) it is not necessary for further appeal to proceed in order to amend the result. The Student Support Officer will authorise the amendment to be deemed competent on LMS.
- The Complaints and Appeal Lodgement Form must be completed by the student with reasons on which the appeal has been submitted. All sections must be completed so that the student fully understands and agrees with the decision made
- Where the student still does not understand or agree with the decision, they have the right to further appeal as per Complaints and Appeal Policy
- Where reassessment was not required based on issues with the actual assessment, information will be provided for assessment validation

Recording Reassessment Evidence

Australian Health and Horticulture Institute maintains reassessment records in accordance with ASQA Retention Requirements for Completed Student Assessment Items. The process for recording reassessment is as follows:

- Student Support Officer will review all final results on LMS.
- Administration uploads any evidence on LMS if required
- Where reassessment has resulted in the student being deemed competent, result will be reflected on LMS once marked.
- A copy of the completed, signed reassessment documentation used for evidencing competence as a result of reassessment or maintaining not yet competent status are retained on LMS.

AQF Qualifications

On completing the training program with Australian Health and Horticulture Institute, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia.

Issuing Qualifications and Statements of Attainment

Australian Health and Horticulture Institute will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within

[Australian Health and Horticulture Institute](#)

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30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that Australian Health and Horticulture Institute is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Australian Health and Horticulture Institute have not been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.

A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

Unique Student Identifier

Students studying nationally recognised training in Australia are required to have a Unique Student Identifier (USI). Your USI will link to an online account that will contain your training records and results (transcript) that you have completed.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your student visa details.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Student Support Officer. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

Legislative and Regulatory Responsibilities

Australian Health and Horticulture Institute is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Australian Health and Horticulture Institute has recognised it has compliance responsibilities.

When you are participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Australian Health and Horticulture Institute has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.legislation.nsw.gov.au/ (State) and www.comlaw.gov.au (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main objective of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

(a) both of the following apply:

(i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;

(ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or

(b) the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991

Sect 6 -Act's anti-discrimination purpose and how it is to be achieved.

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Sect 3 – Objects The objects of this Act are:

(a) to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination against Women; and

(b) to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

(c) to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

(d) to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

(e) to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;

Ensuring equal remuneration for men and women employees for work of equal or comparable value;

Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;

Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting

against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: [Click Here](#)

National Code of Practice for Providers of Education and Training 2018

The National Code of Practice for Providers of Education and Training 2018 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- (a) support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments
- (b) establish and safeguard Australia’s international reputation as a provider of high quality education and training by:
 - ensuring that education and training for overseas students meets nationally consistent standards, and
 - ensuring the integrity of registered providers
- (c) protect the interests of overseas students by:
 - ensuring that appropriate consumer protection mechanisms exist
 - ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
 - providing nationally consistent standards for dealing with student complaints and appeals
- (d) support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

The ESOS Framework

The Australian Health and Horticulture Institute is committed to providing quality education and protecting your rights.

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

CRICOS

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS.

Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at:

<https://cricos.education.gov.au/>

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student’s enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa - for example when the student has not been attending classes.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Protection for Overseas Students

Overseas students on a student visa, must study with an education provider and in a course that can be found on the Commonwealth register of Institutions and Courses for Overseas Students (CRICOS) at <https://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the point(s) of contact officers are for overseas students
 - How to apply for course credit.
 - How to apply for enrolment deferment, enrolment suspension or cancellation.
 - The provider's requirements for satisfactory progress in the courses of study.
 - How attendance will be monitored.
 - How to use the provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa condition.

- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- Follow the provider’s attendance policy.

A full copy of the ESOS Framework is available at the following link: [Click Here](#)

Conditions of your visa

All international students applying to enter a training program being offered by Australian Health and Horticulture Institute must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate at Year 12 or above
- Meet the following Student Visa 500 subclass requirements – [Click Here](#):
 - Be a genuine temporary entrant
 - Meet English language test score requirements
 - Demonstrate financial capacity
 - Hold Overseas Student Health Cover (OSHC) –
 - Meet the personal health requirements
 - Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application. This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Australian Health and Horticulture Institute as a provider on the CRICOS register. The easiest way to determine the

evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Course entry requirements

All international students applying to enter a course with Australian Health and Horticulture Institute must:

- Be over the age of 18
- Verified evidence of IELTS Level 5.5 overall, minimum 5.0 in each band or equivalent
- Have completed an equivalent secondary schooling level of Year 12 and above or its equivalent and above where specified in the published entry requirements
- Where there are training package specific pre-requisite requirements, students must also complete these where specified in the published entry requirements.
- Meet the following Student Visa 500 subclass requirements [Click Here](#).

International English Language Testing System (IELTS)

IELTS is the world’s most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. Australian Health and Horticulture Institute course entry requirement is a minimum IELTS 5.5. An IELTS 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

Australian Health and Horticulture Institute requires you to submit evidence of your IELTS proficiency as part of the application process.

Applications for enrolment that are not accompanied with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information: [IELTS Testing Centre online search](#)

Your English language skills

All international students must have a minimum of IELTS 5.5 or higher as per published English language entry requirements. Students who need to improve their language and literacy skills must undertake an ELICOS course to gain the required language level prior to commencement into Australian Health and Horticulture Institute vocational courses.

In cases where a student has provided evidence of obtaining an IELTS 5.5 or above for admission but has been unable to succeed with studies in class, an English language assessment test may be administered to identify language as a possible factor impeding successful course completion. Where new evidence demonstrates difficulty as a direct result of inadequate English language macro-skill area, students will either:

- Undertake concurrent English language support classes focussing on the relevant macro-skill; or
- Suspend enrolment in the vocational course to transfer to an approved ELICOS Provider for a specified period to undertake English language studies and return to your Australian Health and Horticulture Institute vocational course with upon improving English language level

Overseas Student Health Cover

It is a condition of your Student visa that you maintain adequate health insurance arrangements for the duration of your visa.

All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia

If you are currently studying in Australia, then you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is the student's responsibility to check the conditions of this health cover. Please refer to the following sample provider websites:

<http://www.medibank.com.au/oshc>

<https://www.nib.com.au/oshc>

<http://oshc.bupa.com.au/oshc>

Recognition of your existing skills and knowledge

In accordance with the requirements of the VET Quality Framework, Australian Health and Horticulture Institute provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Australian Health and Horticulture Institute's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing their course to determine if there will be a revised course end date. This may reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a course are eligible to apply for recognition in that course at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.
- There is no RPL for international students with international qualifications.

If you consider that you have existing skills that may be recognised please inform Australian Health and Horticulture Institute when you submit your application.

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National recognition for your current competence

Australian Health and Horticulture Institute acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is national recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by Australian Health and Horticulture Institute. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in Australian Health and Horticulture Institute's scope of registration.
- Students are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and Australian Health and Horticulture Institute does not receive any funding when credit transfer is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Monitoring student attendance and course progress

Under the National Code of Practice for Providers of Education and Training 2018 and the ESOS Act 2000, international students are required to maintain satisfactory course progress and attendance in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE.

Satisfactory course progress is defined as a student successfully completing all required subjects in their program in order to achieve the qualification. Satisfactory course attendance is defined as a student attending at least 80% of scheduled course contact hours for each study period. Australian Health and Horticulture Institute monitors and records the course progress and attendance of students on a regular basis. We do this by monitoring successful completion of assessment tasks and class attendance via LMS. A student who is identified as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies.

Students who fail to attend all scheduled face to face classes and scheduled online learning will not be eligible for assessment and will fail and be required to repeat the unit of competency. A student is usually allowed to repeat the unit of competency only once, if you failed in any unit of competency.

A student will not be able to move to the next stage of course if he/she has failed in a pre-requisite subject. It is a student visa condition that you must not be involved in activities that are disruptive to other students or Australian Health and Horticulture Institute staff.

An intervention strategy is an individual student plan aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, concurrent classes, counselling, training to develop study habits or adjustment to study program. Australian Health and Horticulture Institute will do everything we can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, Australian Health and Horticulture Institute will notify the student in writing of its intent to make a report to the Department of Education and of their right to access the complaints and appeals processes. This report may result in the cancellation of the student visa by the DOHA.

Monitoring Attendance as part of Course Progress

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Australian Health and Horticulture Institute monitors:

- overseas student's course progress and attendance for each course in which the overseas student is enrolled
- students do not exceed the expected duration of study as specified in their CoE as per CRICOS registered duration
- the progress of each student to ensure that the overseas student is in a position to complete the course within the expected duration as specified on the student's CoE
- at risk students to identify, notify and assist the overseas student at risk of not meeting course progress and attendance (where required) requirements, where there is evidence from the overseas student assessment tasks, participation in tuition activities or other indicators of academic progress the overseas student is at risk of not meeting those requirements
- reinforce on commencement during orientation the requirements to achieve satisfactory course progress and where applicable, attendance in any study period

Assessing Satisfactory and Unsatisfactory Course Progress

Australian Health and Horticulture Institute monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student's progress throughout each term. The student's progress is monitored to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. The duration of the term and course requirements are provided to all students prior to course commencement

The following definitions apply:

- **satisfactory course progress**
 - Students have attended and actively participated in scheduled contact hours for face to face classes to experience its positive direct impact on satisfactory course progress
 - Students have actively engaged in scheduled contact hours for integrated online learning
 - Students have completed formative tasks assigned by the trainer
 - Students have completed all homework tasks/self-study/online tasks by the due date
 - Students have submitted summative assessments by the scheduled due date for the trainer to make formal objective judgements about the student's competence

- Students have demonstrated that all formative and summative assessment submitted are authentic and completed by the student that upholds the academic integrity of the course and meets training package requirements and where specified, industry accreditation requirements
- Students successfully completed all mandatory work placement requirements and hours where specified for course completion.

Unsatisfactory course progress

- Students have not attended or actively participation in scheduled contact hours for face to face classes and has not experienced its positive direct impact on satisfactory course progress
- Students have not actively engaged in scheduled contact hours for integrated online learning
- Students have not completed formative tasks assigned by the trainer
- Students have not completed all homework tasks/self-study/online tasks by the due date
- Students have not submitted summative assessments by the scheduled due date for the trainer to make formal objective judgements about the student's competence
- Students have not demonstrated that formative and summative assessment submitted are authentic or completed by the student and does not uphold the academic integrity of the course that meets training package requirements and where specified, industry accreditation requirements
- Students have not successfully completed all mandatory work placement requirements and hours where specified for course completion
- Students may have engaged in academic misconduct including but not limited plagiarism or academic collusion which will be dealt with as outlined in the Academic Misconduct Policy

The student's course progress is monitored by reviewing attendance and unit of competency records of each student in LMS. This is achieved by running LMS generated reports for both poor attendances and any student deemed not yet competent in any unit of competency delivered in a specified term. If a student is identified as not meeting satisfactory course progress, the AHHI intervention strategy is implemented.

Attendance Recording and Monitoring

AHHI records and monitors student attendance and implements a documented policy and process for monitoring the attendance of overseas students to maintain satisfactory attendance at 80% of scheduled contact hours.

Australian Health and Horticulture Institute monitors overseas student attendance as follows:

- the minimum attendance requirement is 80% of the scheduled contact hours of a course
- Australian Health and Horticulture Institute provides trainers with LMS access to record daily attendance that identifies and records:
 - 14 x face to face scheduled contact hours per week as per timetable
 - 6 x hours scheduled online learning scheduled contact hours per week

The information provided in the attendance for each student is used as a record for monitoring attendance as part of determining if a student has satisfactory course progress

Identifying Students at Risk of Not Meeting Course Progress Requirements

In addition to the process of assessing satisfactory course progress, Australian Health and Horticulture Institute will also monitor a student completion of assessments during each term. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve competency in all course requirements. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as “at risk” of not meeting the course progress requirements if the student:

- Fails to submit an assessment assignment on time on more than one occasion;
- Receives an unsatisfactory assessment result for the same assessment tasks on more than two occasions;
- Receiving repeated feedback from trainers about a lack of class participation during scheduled class time
- Does not attend or participate in scheduled contact hours for face to face classes
- Does not engage in scheduled contact hours for integrated online learning

Note. If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention

strategy for a student then this request should be made to the Student Support Officer who will consider such a request.

The student may also request the establishment of a course progress intervention strategy for themselves.

Intervention Strategy

Australian Health and Horticulture Institute undertakes intervention to identify and offer support to at risk students through the following stages. Students may bring support person (not legal) with them at any stage of the intervention process.

Early Detection

- The trainer-assessor initially identifies any issues which may include the student:
 - failing to attend classes
 - failing to achieve a satisfactory result for summative assessments tasks
 - failing to submit an assessment task
 - identifying irregular attendance that places satisfactory course progress at risk
 - being deemed to have an identified issue affecting study in the course that includes but is not limited to:
 - language difficulty
 - classroom behaviour
 - practical skill development
 - any other issue
- The trainer-assessor will commence early intervention with the at-risk student to identify the cause and negotiate a solution to assist the student to concurrently catch up with missed/unsatisfactory studies and maintain the current study requirements

Unsatisfactory performance at the end of the term

- At the end of each term, an LMS generated report is printed to identify all student results where any unit(s) of competency have been recorded as Not Yet Competent (NYC) for the term to the Student Support Officer
- AHHI will send a formal warning letter, detailing unsatisfactory performance and inviting the student to attend a formal intervention meeting to discuss academic performance.
- The student is required to meet with the Student Support Officer using the LMS generated report with both unit of competency results and attendance

- The Student Support Officer will identify the issues that have resulted in the student requiring intervention and outcomes and actions from the meeting, including but are not limited to:
 - Analysing the student’s results and attendance to identify if the intervention is based on nonattendance, learning difficulties or suitability for the course
 - Determining a schedule for completion of outstanding assessments and maintaining completion of current assessments
 - Possible schedule of concurrent classes where a different class may be scheduled for unit(s) of competency that the student requires additional or gap training and assessment
 - Providing support and counselling
 - Advising the student on the suitability of the course in which they are enrolled and the student must decide if there is a more suitable course to transfer to and/or the student:
 - Undertaking reassessment in each of the failed units
 - Undertaking a period of study during the scheduled break between terms
 - Being required to undertake additional English language classes prior to reassessment where English language issues have been identified as a key factor in impeding academic progress
 - Be transferred to a different class to study the missed units(s) of competency
- A written record of the outcomes in the Student Intervention Form is signed off by both the Student Support Officer and the student with a copy provided to the student and a copy retained on the student file
- Students who fail to achieve competence are advised that failure to achieve satisfactory academic performance may lead to the student being reported on PRISMS, with the possible consequence of cancellation of their student visa.

Monitoring Intervention Students

- Students undergoing intervention are monitored to ensure that the student is satisfactorily adhering to the conditions of intervention agreed to in the written record and maintaining satisfactory course progress in current studies
- In the event the Student Support Officer has identified that the intervention strategy agreed to is not being adhered to by the student, the student will be required to attend another meeting with the Chief Executive Officer and Student Support Officer
- At the monitoring meeting the Chief Executive Officer will:

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- evaluate the strategies identified for achieving satisfactory course progress to identify if they are the correct strategies or there needs to be a documented amendment to the intervention strategy
- To determine any other reasons for the ongoing unsatisfactory performance
- inform the student of the consequences of still not achieving satisfactory course progress
- advise students that by the end of the current term the student must be competent in all required units of competency or Australian Health and Horticulture Institute will be obliged to report them to DHA through PRISMS

Intervention Student Continued Failure to Improve

- In the event that an intervention student has demonstrated no improvement and consistently fails to meet the intervention requirements the student will be issued a formal warning letter
- The formal warning letter:
 - informs the student of the consequences of continuing to not achieving satisfactory course progress
 - advises students that they have until the end of the current term to demonstrate competency in all units undertaken during the term otherwise Australian Health and Horticulture Institute will report the students on PRISMS for unsatisfactory course progress

Letter of Intention to Report

- In the event that an intervention student still fails to achieve satisfactory course progress after the issuance of the formal warning letter. Australian Health and Horticulture Institute will notify the student in writing of its intention to report the student on PRISMS for failure to achieve satisfactory course progress
- The Intention to Report letter informs the student of Australian Health and Horticulture Institute's intention to cancel student enrolment. The written notice will inform the student that (s)he will be able to access the complaints and appeals process as per National Code of Practice 2018 Standard 10 Complaints and appeals, and that the student has 20 working days in which to do so.
- A copy of the letter of intention to report is retained on the student's file
- A student may appeal on the following grounds:
 - Australian Health and Horticulture Institute has not recorded or assessed a student's demonstration of competency accurately

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- Compassionate or compelling circumstances, or
 - Australian Health and Horticulture Institute has not implemented its intervention strategy according to published policy and procedure
- Australian Health and Horticulture Institute will maintain the student’s enrolment for the duration of the appeals process.
 - If the student’s appeal is rejected, the student will be advised of his or her right to access external appeal including but not limited to the Commonwealth Ombudsman. Australian Health and Horticulture Institute will not report the student via PRISMS until this process is complete and must advise the student that the Commonwealth Ombudsman can only adjudicate on whether Australian Health and Horticulture Institute course progress and appeals processes were correctly followed, not on the substance of the student’s appeal.
 - Copies of all outcomes and notifications related the appeal process is uploaded onto the student file in LMS and recorded in the Complaints, Appeals and Feedback Register

Reporting overseas student visa breaches including student right to appeal

Where Australian Health and Horticulture Institute has assessed the overseas student as not meeting course progress or attendance requirements (where required by an ESOS agency), Australian Health and Horticulture Institute will give the overseas student a written notice as soon as practicable which:

- notifies the student that Australian Health and Horticulture Institute intends to report the overseas student for unsatisfactory course progress including unsatisfactory attendance (where required)
- informs the overseas student of the reasons for the intention to report
- advises the overseas student of their right to access the complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals) within 20 working days

Australian Health and Horticulture Institute will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if

- the internal and external complaints processes have been completed and the decision or recommendation supports Australian Health and Horticulture Institute
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the overseas student has chosen not to access the internal complaints and appeals process; or

- the overseas student withdraws from the internal or external appeals process by notifying Australian Health and Horticulture Institute in writing

In the event Australian Health and Horticulture Institute is required to monitor attendance, Australian Health and Horticulture Institute may decide not to report a student for breaching the attendance requirements if the overseas student is still attending 70% of the scheduled course contact hours and the student is maintaining satisfactory course progress

Allowable Extensions of Course Duration

Australian Health and Horticulture Institute will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration as published on CRICOS unless:

- there are compassionate and compelling circumstances, as assessed by Australian Health and Horticulture Institute on the basis of demonstrable evidence such as;
 - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
 - bereavement of close family members such as parents, grandparents or siblings with a death certificate provided
 - major political upheaval or natural disaster in their home country requiring emergency travel and this has impacted on the student's studies;
 - traumatic experience which could include:
 - involvement in or witnessing of a serious accident, or
 - witnessing or being the victim of a serious crime
 - and this has impacted on the overseas students and must be supported by police or psychologists' reports
 - where Australian Health and Horticulture Institute was unable to offer a pre-requisite unit, or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol, or
 - inability to begin studying on course commencement date due to delay in receiving a student visa
 - Australian Health and Horticulture Institute has implemented or is in the process of implementing an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements; or
 - an approved deferral or suspension of the student's enrolment has occurred under Standard 9 Deferring, suspending or cancelling the overseas student's enrolment

Australian Health and Horticulture Institute assesses each student request on its individual merits and uses both the guidelines in this policy and professional judgement to make a decision about approving an allowable extension to course duration

If Australian Health and Horticulture Institute extends the duration of the student's enrolment, Australian Health and Horticulture Institute will advise the student to contact Immigration to seek advice on potential impacts on their visa, including the need to obtain a new visa

Australian Health and Horticulture Institute maintains documentary evidence on the student file to support the approval or rejection of an overseas student request to an allowable extension to the duration to course duration

Enrolment procedure

Australian Health and Horticulture Institute undertakes to make training available to all persons who:

- Meet course entry requirements;
- Complete the Australian Health and Horticulture Institute Application for Enrolment – International Students;
- Agree to abide by Australian Health and Horticulture Institute's expectation of students; and
- Make agreed payment of fees before the commencement of training.

To enrol into a course as an overseas student at Australian Health and Horticulture Institute, applicants must complete the application process and if successful will receive a Letter of Offer and Acceptance Agreement.

The application for enrolment must be accompanied by:

- Evidence that verifies your identity and current age (date of birth) such as passport
- evidence of English language proficiency (5.5 or equivalent)
- evidence of Year 12 or its equivalent and above

When we receive your application, Australian Health and Horticulture Institute will review it for completeness.

Electronic Confirmation of Enrolment

Australian Health and Horticulture Institute

ABN 76 169 113 900

Office: 31/70-74 Philip St Parramatta NSW 2150 Australia

Ph: +61 422 657 983 Email: admission@ahhi.edu.au Website: www.ahhi.edu.au

Upon approval of your application, an electronic confirmation of enrolment (eCoE) will be generated and forwarded to Department of Home Affairs and yourself and/or agent. It is the applicant's responsibility to apply for a student visa. If your application is not complete, our Admissions Officer will contact you.

When you receive your eCoE, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make application for a student visa. (For information, go to www.dfat.gov.au/missions). You will be unable to apply for a student visa without the eCoE.

Successful Student Visa

If your student visa application is approved, you should contact Australian Health and Horticulture Institute and provide evidence of approval. Australian Health and Horticulture Institute will contact you to confirm your timetable, start date and all other arrangements for your study with Australian Health and Horticulture Institute.

Unsuccessful Student Visa

If your student visa application is NOT approved, you must contact Australian Health and Horticulture Institute and advise us and apply in writing for a refund of student fees in accordance with our Fees and Refund Policy.

Payment of Fees

The following must be followed in relation to payment of tuition and non-tuition fees

- All tuition and non-tuition fee payments are clearly outlined in the Letter of Offer and Acceptance Agreement
- The initial fee deposit cannot be accepted from potential students unless they have signed and submitted the Letter of Offer and Acceptance Agreement.
- Initial Fee Deposit payments can be made concurrently with or after submission of the signed Letter of Offer and Acceptance Agreement.
- Students are permitted under the ESOS Act to choose to pay more than 50% of their tuition fees before course commencement where:
 - The student or responsible person paying the fees chooses to pay 50% prior to commencement
 - The course has a duration of 25 weeks or less

- Students are required to pay the Initial Fee Deposit prior to commencement which includes:
 - Enrolment fee (non-refundable)
 - Materials Fee (non-refundable after commencement)
 - Tuition fees (first term)
 - Overseas Student Health Cover (where applicable)
 - Bank charges (non-refundable)
- Students will be required to pay for the remaining tuition and materials fees as outlined in the Instalment Schedule in the Letter of Offer and Acceptance Agreement
- Payments can be in the form of cash, bank transfer, telegraphic transfer or EFTPOS.
 - Telegraphic transfer and credit card payments* are available for payers transferring the money from overseas.
 - Copy of the telegraphic transfer document must be forwarded to the accounts.
 - Payers wishing to pay via credit card from overseas must fill out the credit card payment form and forward it to the admission@ahhi.edu.au for processing. (*applicable Surcharge will apply)
 - AHHI reserves the right to cancel any course prior to the commencement date of the course or during the course, should it be deemed necessary.
 - For fees / payment schedule, please refer to "initial fee deposit" and "Instalment schedules" in the offer letter. AHHI reserves the right to accept or reject any application for enrolment at its discretion.
- If a student does not pay the remaining tuition and materials fees as outlined in the Instalment Schedule Letter of Offer and Acceptance Agreement by the due date(s), a late payment fee which accrues on a weekly basis is added to the instalment payment until the instalment payment is made
- Non-financial students will not be included on the class list or allowed to attend classes until the instalment payment has been made

- Non-financial students may have their CoE cancelled on PRISMS under student default for non-payment of fees

Fees may be subject to change without notice.

Student Orientation

An orientation session is arranged for all students with information essential to a positive study and life experience in Australia

At the orientation, you will be provided with details of how to access the current version of the Australian Health and Horticulture Institute International Student Handbook (Australian Health and Horticulture Institute Website). You will also be provided with information on your timetable, LMS access, and class locations.

All students are required to complete the student orientation documentation. This will happen as part of registration and orientation. The documentation includes declaration that:

- You have understood and accept student requirements while at the Australian Health and Horticulture Institute.
- You understand and accept all the details provided in this handbook.
- You have been offered the opportunity to request learning support.

Working in Australia

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 48 hours per fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 48 hours per fortnight during published vacation periods offered by Australian Health and Horticulture Institute and scheduled during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 48 hours per fortnight at all times after your course has commenced.

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office <https://www.ato.gov.au/Individuals/Tax-file-number/>.

Living in Australia Costs

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Applicants may have to demonstrate sufficient funds to cover these expenses for the first one, two or three years in Australia, depending on their Assessment Level (AL).

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not to rely on such work to meet all their expenses.

As on October 2022, Student visa applicants and their family members must have access to the following funds to meet the 12-month living costs requirements:

- AUD\$21,041 for the student or guardian
- AUD\$7,362 for the student's partner/ spouse
- AUD\$3,152 for each child

Applicant must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

For further information, go to the following site:

<https://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

Schooling for dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in NSW government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

Notifying change of address

You must tell Australian Health and Horticulture Institute:

- the address where you live in Australia within seven days of arriving in Australia.
- if you change the address where you live within seven days of the change.
- if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

Student support services

During your studies at the Australian Health and Horticulture Institute we want to make sure that your study and life experience in Australia is positive.

During this life experience there will be some exciting new life and learning experiences you want to embrace and others that may be culturally difficult for you to understand.

Make sure you take the most of this opportunity and let us know if you need any other support that may not currently be offered.

Who are appointed as Point of Contact Staff?

The Student Support Officer has been appointed as the Point of Contact – academic and student welfare issues. The student may go to the Student Support Officer in all cases regarding their academic progression or hindrances and/or any matters related to supporting their personal welfare

The Student Support Officer has been appointed as the Point of Contact – non-academic issues. The student may go to the Student Support Officer in all cases regarding non-academic issues such as administration, finance, facilities, accommodation etc.

What support is available?

Australian Health and Horticulture Institute will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Academic mentoring classes
- Difficulties related to studying and learning(online portals)
- Financial difficulties
- Nervous anxiety disorder
- Disability or medical condition
- Visual impairment
- Workshops on finding and applying for part time employment
- Counselling Support
- Medical Services Referral
- Legal Services Referral
- Housing/Accommodation Services Referral
- Social programs to include any Australian cultural and celebratory events on the Sydney calendar such as Harmony Day, Vivid Festival, and any multicultural events to celebrate the multicultural celebrations of the student body

It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Australian Health and Horticulture Institute is committed to our student’s welfare. Refer to Student Support Policy for more details

Refunds

Refund Conditions

All refund considerations will be strictly limited to the total amount Australian Health and Horticulture Institute has received from the student. Terms and Conditions for Fees and Refunds for International Students

These terms and conditions apply to all international students who have accepted an offer of enrolment to a course of study at AHHI and all international students who are enrolled in a course of study at AHHI.

1. NO REFUND

A commencing Student will not be entitled to a refund of the Deposit where:

- i. an offer of enrolment is withdrawn by AHHI because the Commencing Student has breached the terms and conditions of their application or Letter of Offer, including through the provision of fraudulent or misleading documents or information to AHHI, to a AHHI education agent or to the Department of Home Affairs, regardless of whether the application for student visa is refused; or
- ii. AHHI refuses to provide, or continue providing, the course to the commencing Student because of one or more of the following events:
 - a. the commencing Student failed to pay an amount he or she was liable to pay AHHI, directly or indirectly, in order to undertake the course;
 - b. the commencing Student breached a term of his or her student visa; and/or
 - c. the outcome of a student misconduct review including any appeal processes

2. PROVIDER DEFAULT

After a Commencing Student has accepted an offer of enrolment at AHHI, if:

- a) AHHI fails to start providing the course to the student at the location on the agreed starting day; or
- b) The course or any current classes for a specific course is cancelled by AHHI and cease to provide to the student at the location at any time after the course starts but before it is completed with the day the course/class ceases being identified as the default day; and; and
- c) The student has not withdrawn from the course before the default day.

AHHI will refund any Tuition Fees paid by the Commencing Student within 14 days of default.

Alternatively, a Commencing Student may be made an offer by AHHI to enrol in an alternative course for a cost no greater than the cost of the originally offered course of study.

In the event that Australian Health and Horticulture Institute fails to continue to provide a course to a student, Australian Health and Horticulture Institute will pay the student a refund of the amount worked out in accordance with any legislative instrument made under subsection (7) ESOS Act for any unspent tuition fees received by Australian Health and Horticulture Institute in respect of the student Refunds in situations of Provider Default are covered by the provisions of the Tuition Protection Service (TPS) that include but may not be limited to the following:

- a) Australian Health and Horticulture Institute does not offer a course on the advertised start date or terminates a course after the course start date or before the course completion

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date or does not provide a course as advertised due to sanctions by any authority or does not provide a course in full

b) In such a case Australian Health and Horticulture Institute will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default (unspent tuition fees) if an alternative placement with another provider cannot be found to the student's satisfaction.

c) The amount calculated for refund will be paid in 14 days from the date of notification of default

In the event of provider default, AHHI will give notices to the both the affected students, ASQA and the Director, TPS in accordance with the ESOS Act. The provider default notice will contain:

a) Circumstances of the default

b) Details of the affected students in relation to whom AHHI has defaulted

c) Advice as to how AHHI is discharging its duties under section 46D, ESOS Act and how AHHI will discharge those obligations

AHHI will notify ASQA and TPS Director within three (3) business days of the default occurring

In the event of provider default, AHHI discharges its obligation to students if:

The student is offered a place in another AHHI course in accordance with subsection (4) and the student accepts the offer in writing; **OR**

AHHI offers a refund in accordance with subsection (6) which is the amount of any unspent tuition fees received by AHHI in respect of the student

3. STUDENT DEFAULT

This refers to those instances where:

a. the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn), or

b. the student withdraws from the course (either before or after the agreed starting day), or

c. AHHI refuses to provide, or continue providing, the course to the student because of one or more of the following events:

i) The Student failed to pay an amount he or she was liable to pay AHHI, directly or indirectly (including any course money collected by education agents on behalf of AHHI, in order to undertake the course);

ii) The student breached a condition of his or her Student visa;

iii) Misbehaviour by the Student, as defined by AHHI's published rules.

4. APPLYING FOR A REFUND

All applications for a refund must be made using AHHI Refund Request Form and AHHI Application for Withdrawal/Discontinuation Form. This is available from the reception or from the Student Support Officer.

9.1 Students complete the Refund Request Form and Application for Withdrawal/Discontinuation Form.

9.2 The reason for refund and withdrawal should be clearly explained.

9.3 Attach all relevant documents supporting the reason for refund and withdrawal.

9.4 Submit the completed and signed forms as stated to the Student Support Officer or email to admission@AHHI.edu.au

9.5 Incomplete or unsigned applications for course withdrawal and/or refund requests will not be assessed with subsequent delays to processing

9.6 All complete and signed applications with supporting evidence and verification of identity of applicant will be assessed against the conditions outlined in this policy with approval only being granted by the CFO

9.7 Approved refunds will be paid no later than 28 days after the application for refund has been made

In all circumstances, AHHI will provide a statement and an explanation of how the refund was calculated and make fully available access to Australian Health and Horticulture Institute Complaints Policy.

AHHI dispute resolution process does not circumscribe the student's right to pursue other legal remedies.

Enrolment Fees

There is a non-refundable enrolment fee for all applications.

Material Fees

Materials fees paid and consumed are non-refundable.

Bank Fees

Bank fees are non-refundable

Refund Processing Fees

Students are required to pay the published Refund Processing Fee and Non-refundable Admin Fee.

Processing Time

AHHI will notify students of the outcome of the application for refund within 28 days of receipt of a completed and signed application for refund and applicable evidence.

5. STUDENT VISA REFUSAL – STUDENT DEFAULT

Australian Health and Horticulture Institute is not required to provide a refund under the ESOS Act if:

- a) The student was refused a student visa; and the refusal was a reason for one or more of the following acts or omission by the student that directly or indirectly caused the student to default in relation to their course
- b) The student's failure to start the course on the agreed start date
- c) The student's withdrawal from the course
- d) The student's failure to pay an amount they are liable to pay directly or indirectly in order to undertake the course
- e) Breach of any student visa condition

6. VISA REFUSAL – ONSHORE

In the event an on shore overseas student has had their student visa application refused based on breaches to student visa conditions or any of the above stated reasons from the ESOS Act, AHHI will not be providing the student with a refund.

7. VISA REFUSAL – OFFSHORE

In the event an off shore overseas student has had their student visa application refused, AHHI will undertake the following:

- a) Refund the amount of tuition and materials fees paid in advance
- b) Charge the published administration processing fee for the refund request
- c) Retain all non-refundable fees as listed in the Letter of Offer and Acceptance Agreement
- d) OSHC refunds will be provided as per health cover provider policy
- e) Refunds will be paid to the person or entity that originally paid the fees and, where possible, in the same currency in which the fees were paid within 28 days

REFUND TABLE	
TYPE OF REFUND	CALCULATION OF REFUND
STUDENT DEFAULT	
Unsuccessful Visa Application PRIOR TO COMMENCEMENT	100% refund of <i>all unused prepaid course fees</i> (Tuition and Non Tuition) less 1. Refund processing fee 2. Non-refundable admin fee
Withdrawal of enrolment more than 10 weeks prior to agreed start date	80% of tuition fees Unused material fees less 1. Refund processing fee 2. Non-refundable admin fee 3. Where a student has paid the package CoE fee (\$500) no refund will be provided
Withdrawal of enrolment 9 weeks prior to agreed start date	70% of tuition fees Unused material fees less 1. Refund processing fee 2. Non-refundable admin fee 3. Where a student has paid the package CoE fee (\$500) no refund will be provided

Withdrawal of enrolment 4 weeks prior to agreed start date	30% of tuition fees Unused material fees less 1. Refund processing fee 2. Non-refundable admin fee 3. Where a student has paid the package CoE fee (\$500) no refund will be provided
Withdrawal 14 working days prior to agreed start date	No refund
Withdrawal of enrolment after agreed start date	No refund
Visa cancelled due to actions of student e.g. Breach of Code of Behaviour, fraudulent documents, false statement/information, etc.	No refund
PROVIDER DEFAULT Refunds will be paid in 14 days Course cancelled by AHHI	Full refund of unused tuition fee

Student Default

Student Default applies as follows:

- the course starts on the agreed start date but the student does not start on the agreed start date and/or has not previously withdrawn or formally deferred the course start date
- the student withdraws from an AHHI course of study before or after the agreed starting day
- Australian Health and Horticulture Institute refuses to provide or continue to provide a course to the student because of one of the following reasons:
 - The student fails to pay an amount they are liable to pay
 - Australian Health and Horticulture Institute
 - directly or indirectly in order to study the course
 - The student has breached a condition of their student visa
 - The student has misbehaved
- In the event a student withdraws from an AHHI course of study, the following applies:
 - Students must notify AHHI of their intention to withdraw from their studies using the following forms:
 - Application for withdrawal/Discontinuation

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- Refund Request Form
- Withdrawal more than 10 weeks prior to agreed start date:
 - 80% of tuition fees paid will be refunded where the student has paid the entire first term tuition fee and materials fee for the course(s)
 - Where a student has paid the package CoE fee (AUD\$500 per higher level qualification) and not the entire first term tuition fee and materials fee, no refund will be provided
 - The published administration processing fee will be charged
 - Non-refundable fees will be retained
- Withdrawal 9 weeks prior to agreed start date:
 - 70% of tuition fees paid will be refunded where the student has paid the entire first term tuition fee of the course(s)
 - Where a student has paid the package CoE fee (AUD\$500 per higher level qualification) and not the entire first term tuition fee and materials fee, no refund will be provided
 - The published administration processing fee will be charged
 - Non-refundable fees will be retained
- Withdrawal 4 weeks prior to agreed start date:
 - 30% of tuition fees paid will be refunded where the student has paid the entire first term tuition fee of the course(s)
 - Where a student has paid the package CoE fee (AUD\$500 per higher level qualification) and not the entire first term tuition fee and materials fee, no refund will be provided
 - The published administration processing fee will be charged
 - Non-refundable fees will be retained
- Withdrawal 14 working days prior to agreed start date
 - No refunds will be provided 14 working days prior to commencement

- No refunds will be provided if a student fails to commence on the agreed start date
- Withdrawal of enrolment after agreed start date
 - No refund will be provided after the agreed start date
- Australian Health and Horticulture Institute will make a refund within 28 days of receiving a valid, approved written claim
- No refund in case visa is cancelled due to actions of student, e.g. Breach of Code of Behaviour, fraudulent documents, false statement/information, etc.
- All refund considerations will be strictly limited to the money Australian Health and Horticulture Institute has received and will not include non-refundable fees and bank charges
- Australian Health and Horticulture Institute will make the refund available to the student directly as per source of payment
- Tuition and other fees are not transferable to another student or institution

Provider Default

Refunds in situations of Provider Default are covered by the provisions of The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 and apply if:

- A registered provider defaults when the following occurs:
 - Australian Health and Horticulture Institute fails to provide a course to a student at the location on the agreed starting day; or
 - The course or any current classes for a specific course is cancelled by Australian Health and Horticulture Institute and cease to provide to the student at the location at any time after the course starts but before it is completed with the day the course/class ceases being identified as the default day; and
 - The student has not withdrawn from that course before the default day
- In the event that Australian Health and Horticulture Institute fails to continue to provide a course to a student, Australian Health and Horticulture Institute will pay the student a refund of the amount worked out in accordance with any legislative

instrument made under subsection (7) ESOS Act for any unspent tuition fees received by Australian Health and Horticulture Institute in respect of the student

- Refunds in situations of Provider Default are covered by the provisions of the Tuition Protection Service (TPS) that include but may not be limited to the following:
 - Australian Health and Horticulture Institute does not offer a course on the advertised start date or
 - terminates a course after the course start date or before the course completion date or
 - does not provide a course as advertised due to sanctions by any authority or
 - does not provide a course in full
- In such a case Australian Health and Horticulture Institute will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default (unspent tuition fees) if an alternative placement with another provider cannot be found to the student's satisfaction.
- The amount calculated for refund will be paid in 14 days from the date of notification of default
- In the event of provider default, AHHI will give notices to the both the affected students, ASQA and the Director, TPS in accordance with the ESOS Act
- The provider default notice will contain:
 - Circumstances of the default
 - Details of the affected students in relation to whom AHHI has defaulted
 - Advice as to how AHHI is discharging its duties under section 46D, ESOS Act and how AHHI will discharge those obligations
- AHHI will notify ASQA and TPS Director within three (3) business days of the default occurring
- In the event of provider default, AHHI discharges its obligation to students if:
 - The student is offered a place in another AHHI course in accordance with subsection (4) and the student accepts the offer in writing; OR

- AHHI offers a refund in accordance with subsection (6) which is the amount of any unspent tuition fees received by AHHI in respect of the student

Refund Request Procedure

- All refund requests must be submitted using the Refund Request Form to initiate the refund process. This form is available from AHHI front desk, AHHI website or from the AHHI Team member.
- Students complete the Refund Request Form.
- The reason for the refund should be clearly set out in the Refund Request Form and the student must provide documentary evidence relevant to the refund claim.
- In the case a refund is requested based on withdrawal of studies, the Application for Withdrawal/Discontinuation must be completed and submitted together with the Refund Request form
- Attach all relevant documents supporting the reason for course withdrawal and ID to confirm student identity
- Submit the completed and signed forms as stated to AHHI front desk or email to admission@AHHI.edu.au
- Incomplete or unsigned applications for course withdrawal and/or refund requests will not be assessed with subsequent delays to processing
- All complete and signed applications with supporting evidence and verification of identity of applicant will be assessed against the conditions outlined in this policy with approval only being granted by the CEO
- Approved refunds will be paid no later than 28 days after the application for refund has been made

Complaints about Fees and Refunds

Students are entitled to have a personal representative present at any stage during the complaints handling process. If the student's problem cannot be resolved by Australian Health and Horticulture Institute, students can seek external assistance after the internal appeals process has been completed.

External options available to students include

- ASQA (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)
- Department of Fair Trading (<http://www.fairtrading.nsw.gov.au>)
- National Training Complaints Service (<https://www.education.gov.au/NTCH>)
- NSW Ombudsman (www.ombo.nsw.gov.au/contact-us)
- Overseas Student Ombudsman (www.ombudsman.gov.au/How-we-can-help/overseas-students)

Academic Misconduct

Students are expected to conduct themselves in a quiet, courteous and orderly manner at all times during College hours. It is expected that all Australian Health and Horticulture Institute teachers and staff will be treated with courtesy and respect at all times.

Plagiarism

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non submission of assessments by their due dates

Referencing and plagiarism

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors, you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions plagiarism is unacceptable.

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Cheating

Cheating includes the following:

- Providing or receiving information from other students.
- Copying from another student
- Bringing in unauthorised material to the examination
- Using unauthorised material in the examination
- Failing to follow Trainers' instructions on conduct during examinations.
- Plagiarism or cheating may result in a NOT Competent result for the unit and/or suspension or cancellation of enrolment.

Non-Academic Misconduct

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the College's reputation and name
- Steal College or other students' property
- Damage College or other students' property
- Engage in unlawful activities on College premises
- Misuse College equipment
- Threaten, bully, harass, abuse, discriminate or vilify College staff members or students
- Disrupt classes and fail to follow Trainers' and other College staffs' reasonable directions
- Falsify Medical Certificates and other documents
- Physical fighting on College grounds, in class and anywhere else on College premises
- Provide College with false documents e.g. Qualifications, Statements of Attainment, References

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.

Unlawful activity

Australian Health and Horticulture Institute reserves the right to instantly terminate any student who participates in unlawful activity and will report any such behavior to the legal authorities.

Classroom Behaviour

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classroom.

The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food or drinks are permitted in lecture room. Chewing gum is not permitted on College premises.

Accommodation

Sydney has many options for student accommodation including home stay, shared accommodation, serviced apartments and private leasing.

Some accommodation options include:

- Shared Accommodation. This involves sharing the apartment with one or more adults, you'll have your own bedroom but will share household responsibilities (like cleaning and laundry). You provide your own linen and food and usually pay extra for services such as electricity and telephone.
- Rental Accommodation. By signing a legal contract with a landlord or real estate agency, you can rent an apartment or house - choosing from furnished or unfurnished (although unfurnished is more usual). You will be solely responsible for the cost of electricity, gas, water, telephone and groceries. Most real estate agencies require a bond equivalent to 4 weeks rent in addition to 2 weeks rent paid in advance and a letting fee which usually equates to 1 weeks rent.
- Homestay. Homestay is where students choose to live with an Australian family. You are provided with a bedroom and can use the family's home at leisure. However, there are a number of rules that you will need to familiarise yourself with and more information about this can be provided upon request.

Materials, resources and library access

Australian Health and Horticulture Institute provides students with access to a comprehensive range of written, video, and LMS online resources. These materials are to be accessed for study use. There are identical hard copy resources for student to access on request. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources.

As students will be using the online portal, students will need to have their own computer or laptop, or have easy access to one.

Students will be required to pay a materials fee which will cover the cost of LMS online student portal provided for the course. Refer to the Schedule of Fees and Charges.

Australian Health and Horticulture Institute students can complete the online application to join the City of Sydney Library Service after the orientation program through the online website access at

<https://library.cityofsydney.nsw.gov.au/Montage/Join.aspx>

The City of Sydney Library Services branches are located at the following:

- Customs House Library
- Glebe Library
- Green Square Library
- Haymarket Library
- Kings Cross Library
- Newtown Library
- Pyrmont Link
- Surry Hills Library
- Ultimo Library
- Waterloo Library

The street address, contact details and opening hours of all City of Sydney Library Services branches listed above can be found by visiting the following website at <http://www.cityofsydney.nsw.gov.au/explore/libraries/our-network>

The conditions of membership are as follows:

- Membership is free to all residents of New South Wales
- Students must agree to abide by all City of Sydney Library Service policies and conditions of use and:
 - Accept responsibility for all items borrowed on the library card
 - Pay replacement costs plus processing charges for any items lost, stolen or damaged
- Students must report lost/stolen cards to the City of Sydney Library Service immediately
- Return borrowed items on or before the due date or check whether the item can be renewed
- Respect the rights and security of staff and other library users
- Notify the City of Sydney Library Service of any changes to contact details provided
- Students can find further information by visiting the City of Sydney Library Service website at <http://www.cityofsydney.nsw.gov.au/library/Default.asp>

Student counselling

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer for referral to the Student Support Officer.

The Student Support Officer can suggest access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence.

Your safety

Australian Health and Horticulture Institute has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

Critical incident

Report any critical incidents or safety issues to staff immediately. If no one is around and it is an emergency please call 000.

Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar of which areas to be careful of you can check with a trainer or Student Support Officer.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc. are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If you have any questions or concerns about these things, please check with the Student Support Officer.

Australian Health and Horticulture Institute is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Students studying any trade course **MUST** not be late for theory classes as the first part of every theory lesson includes the safety precautions that are linked to the practical skill being acquired. Students who fail to attend the safety part of the theory class puts themselves, other students and the trainer/assessor at risk.
- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student orientation.
- No smoking within Australian Health and Horticulture Institute campus
- Report all potential hazards, accidents and near misses to the Australian Health and Horticulture Institute staff;

- No consumption of alcohol on Australian Health and Horticulture Institute premises or during contact hours;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to the Receptionist immediately.

Fire safety

Australian Health and Horticulture Institute will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation.

Students are to be familiar with the location of all EXITS and fire extinguishers.

It is the user's responsibility to understand fire drill procedures displayed around the premises.

Students are to attend and participate in fire safety sessions on fire safety procedures and the use of fire safety devices.

Lifting

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Australian Health and Horticulture Institute unless they do so voluntarily and taking all responsibility for any injury caused.

Never attempt to lift anything that is beyond your capacity

When lifting, always bend the knees and keep the back straight when picking up items.

If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Study areas

Always ensure that all study areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

Place all rubbish in the bins provided.

Do not sit or climb on any desks or tables.

Your privacy

Australian Health and Horticulture Institute takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles.

Here's what you need to know:

- Australian Health and Horticulture Institute will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained on LMS. Your information is collected via the enrolment form and through your completion of orientation and registration related forms and based on your training outcomes. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data on LMS is backed up externally by the host provider which is secure.
- Australian Health and Horticulture Institute is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Australian Health and Horticulture Institute will seek the written permission of the student for such disclosure. Australian Health and Horticulture Institute will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Australian Health and Horticulture Institute is retaining that relates to you.
- If you have concerns about how Australian Health and Horticulture Institute is managing your personal information, we encourage you to inform our Student Support Officer and discuss your concerns. You are also encouraged to make a complaint directly to us using

Australian Health and Horticulture Institute

ABN 76 169 113 900

Office: 31/70-74 Philip St Parramatta NSW 2150 Australia

Ph: +61 422 657 983 Email: admission@ahhi.edu.au Website: www.ahhi.edu.au

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our internal complaint handling arrangements outlined in the published Complaints and Appeals Policy. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Tuition Fee Protection

Australian Health and Horticulture Institute are required to apply the Student Tuition Protection Scheme (TPS) through the commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

Student cancellation

Students who cancel their enrolment part way through a training program must formally notify Australian Health and Horticulture Institute in writing using the Withdrawal/Discontinuation Form.

Learning Resources

Students will be using the integrated online learning system. All students will be provided with online access and undergo the online access training provided in orientation and reinforced by the trainer

At any time a student is experiencing technical difficulties, our staff is readily available support to resolve any IT issues.

Student deferral or suspension

Australian Health and Horticulture Institute only enables students to defer or temporarily suspend their studies including granting a leave of absence, during the course through submitting an application in certain limited circumstances as outlined by the National Code of Practice 2018.

Australian Health and Horticulture Institute complies with the conditions stated in the National Code of Practice 2018 for international students to defer, suspend or cancel their enrolment as follows:

- Australian Health and Horticulture Institute has documented procedures for assessing, approving and recording a deferment of the commencement of study for the student including keeping documentary evidence on the student file of the assessment of the application
- Australian Health and Horticulture Institute will only defer or temporarily suspend enrolment of a student on the following grounds:
 - Compassionate or compelling circumstances (e.g.: illness where medical certificate states that the student is unable to attend class); or
 - Misbehaviour of the student
- Inform students that deferring, suspending or cancelling their enrolment may affect their student visa
- Notify the DHA via PRISMS as required under section 19 ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled
- Notify students of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student.
- In cases of provider-initiated suspension or cancellation of enrolment, the student has 20 working days to access internal complaints and appeals processes as per Standard 10
- Where the student accesses internal complaints and appeals handling processes, the suspension or cancellation of the student's enrolment will not take effect until the internal process is completed unless extenuating circumstances relating to the welfare of the student apply

Student Initiated Deferral or Suspension of Enrolment:

International students may apply to defer their studies if they are unable to commence their course on the scheduled commencement date or default start date for voluntary suspension of their studies if they are unable to commence or attend the course for a specified period of time under compassionate or compelling circumstances.

Compassionate or compelling circumstances include situations beyond the student's control and which are likely to have an impact upon the student's course progress or well-being and includes but is not limited to the following:

- Serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- Death or illness of close family member such as parents, or grandparents (where possible a doctor's or death certificate) The college will also recognise the death of siblings, children, spouses, uncles and aunts but requests documentary proof of both the death and relationship
- A major political upheaval or natural disaster in home country requiring emergency travel
- A critical incident
- A traumatic experience (supported by police or psychologists reports) such as:
 - Involvement in or witnessing a serious accident
 - Witnessing or being the victim of a serious crime
- Delays in gaining a student visa

If a student defers or suspends their studies for any other ground not stated above, the student must provide compelling documentary evidence to support their request.

Students are informed of the circumstances and consequences regarding deferment or suspension of enrolment and that successful applications may affect their student visa. These include the requirements to extend their course leading to a Student Course Variation and student visa extension.

Students must contact DHA regarding the effect any deferment or suspension of studies may have on their student visa prior to formally lodging an application to defer or voluntarily suspend their studies.

The maximum time allowed for a deferment or voluntary suspension of study is one term (10 weeks not including holidays)

Process for Student Initiated Deferral of Enrolment:

The following is the process for international students to apply for student-initiated deferment of studies:

- International students who wish to defer the commencement date of their course must advise the Student Support Officer in writing of their request accompanied by documentation clearly demonstrating the compassionate or compelling reasons why the deferment should be granted. The application will go to the Chief Executive Officer for approval or rejection
- In the event that the request for deferment of studies demonstrates compassionate and compelling circumstances the Chief Executive Officer will approve the application and the Student Support Officer advise the student in writing of the decision within 5 working days
- Admissions Officer will access PRISMS to report the period of deferment granted through PRISMS by issuing a Student Course Variation
- If the request for deferment of commencement of study does not meet the requirements for compassionate and compelling circumstances as outlined above, the Chief Executive Officer will not approve the application and the Student Support Officer will advise the student in writing within 5 working days of the reason for the decision and that the student has 20 working days to appeal the decision through Australian Health and Horticulture Institute grievance and appeals handling process.
- If the student chooses to access Australian Health and Horticulture Institute grievance process, the student's enrolment will be maintained until the grievance process is completed and the Admissions Officer will not notify the DHA through PRISMS reporting of any change to the student's enrolment status.
- The request for deferment of commencement of study, any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student's file and notes on LMS.

Process for Student Initiated Suspension of Studies:

The following is the process for international students to apply for student-initiated suspension of studies:

- International students who wish to suspend their studies will submit a Withdrawal/Suspension Form with supporting evidence to the Admissions Officer outlining the reason to apply for a voluntary suspension of their studies.
- The Admissions Officer will meet with the student to discuss their request, assess the evidence and advise the student if there are any fees owing and discuss how payment will be settled.

- In the event that the request for suspension of studies demonstrates compassionate and compelling circumstances the Admissions Officer will approve the application and will advise the student in writing of the decision within 5 working days. Serious family matters that require the student to return to their home country will be addressed immediately under serious circumstances such as illness or death of a family member
- In the event that the suspension results in the student being unable to complete the course within expected duration, the Student Support Officer provides the Admission Officer with the completed Withdrawal/Suspension Form with the details of the approved suspension period
- The Admission Officer will access PRISMS to report the period of suspension granted if it impacts on the expected duration to complete their studies.
- The Admission Officer will ensure that the following tasks are undertaken:
 - ensure student’s financial records are adjusted to take account of the period of suspension of studies;
 - advise the Student Support Officer that the student has suspended their study so that records can be updated;
 - ensure that appropriate documentary evidence is placed on the student file with the request
 - make notes on LMS to set a reminder for when the student is due back
 - scan the hard copy and upload onto LMS
- If the request for suspension of studies does not demonstrate compassionate and compelling circumstances as outlined above, the Student Support Officer will not approve the request and will advise the student in writing within 5 working days of the reason for the decision and that the student has 20 working days to appeal the decision through Australian Health and Horticulture Institute complaints and appeals handling process.
- If the student chooses to access Australian Health and Horticulture Institute complaints and appeals process, Australian Health and Horticulture Institute will maintain the student’s enrolment until the complaints and appeals process is completed and will not notify DHA of any change to the student’s enrolment status through PRISMS.

- The request for voluntary suspension of study, any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student's file and recorded in the client journal on LMS

Institution-Initiated Suspension of Study or Cancellation of Enrolment:

International students are subject to the potential for Institution-initiated suspension of study or cancellation of enrolment for either academic and/or non-academic misconduct or failure to comply with the conditions of the student visa. Note that suspension due to unsatisfactory academic performance is covered by the Overseas Student Visa Requirements Policy. International students will have been made aware of the circumstances in which their studies may be suspended for misconduct prior to enrolment and during student orientation.

New students commencing studies will be given a formal start date and a default start date on their letter of offer and CoE. If a student does not commence by the default date, they will be automatically reported on PRISMS for non-commencement.

The Australian Health and Horticulture Institute informs current students of an institutional intention to suspend or cancel the student enrolment where it is institutionally initiated by the issuance of an intention to report letter signed off by the Chief Executive Officer. The student is provided with 20 working days to access the complaints and appeals handling process. If the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment cannot be reported on PRISMS until the internal complaints and appeals process is completed unless extenuating circumstances relating to the welfare of the student applies.

Process for Institution Initiated Suspension of Studies:

The following procedure relates to processing an Institution-initiated suspension or cancellation of enrolment:

- Australian Health and Horticulture Institute may consider suspending a student's studies or cancelling their enrolment for misconduct or failure to comply with conditions of student visa together with supporting evidence;
- The Student Support Officer will collect supporting evidence such as non-academic progress poor attendance from LMS, academic or non-academic misconduct as per evidence provided to present to the Chief Executive Officer to make the decision.
- In the event that the Chief Executive Officer approves the request to suspend a student's studies or cancel their enrolment, the student will be formally notified either in person and/or writing informing them of Australian Health and Horticulture Institute's intention

to suspend or cancel the student’s enrolment, the reasons for the decision, the intention to DHA through PRISMS of the change in enrolment status, and advice to the student that if they wish to appeal the decision, they have 20 working days to access the complaints and appeals handling process

- In the event that the Chief Executive Officer does not approve the institution-initiated suspension or cancellation of studies, the Chief Executive Officer will lead the consultation to find a solution that protects both the student and Australian Health and Horticulture Institute
- A copy of the suspension request and supporting evidence along with the Chief Executive Officer’s documented decision is uploaded on the student’s file and recorded notes on LMS.
- If the student chooses to access the complaints and appeals handling process, the student’s enrolment will be maintained until the internal grievance process is completed and will not notify the DHA through PRISMS reporting of any change to the student’s enrolment status, except in extenuating circumstances relating to the welfare of the student.
- Extenuating circumstances relating to the welfare of the student may include, but are not limited to, the following. The student:
 - is missing;
 - has medical concerns, severe depression or psychological issues which lead Australian Health and Horticulture Institute to fear for the student’s wellbeing;
 - has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - is at risk of committing a criminal offence
- Any claim of extenuating circumstances will need to be supported by appropriate evidence
- The National Code does not require Australian Health and Horticulture Institute to continue providing learning opportunities throughout the 20 working days allowed to appeal the decision and during the internal complaints and appeals process.
- Based on the nature of the misconduct, the Chief Executive Officer will decide, on a case by case basis, whether to allow the student to continue to attend class, or make

alternative study arrangements for the student, or to deny the student access to study opportunities. In making such a decision the Chief Executive Officer will consider whether denying the student learning opportunities throughout the 20-day appeal period and during the internal complaints and appeals process may disadvantage the student in their subsequent studies should the appeals process find in their favour.

- If the student chooses not to appeal the suspension of study or cancellation of their enrolment, or has unsuccessfully exhausted all internal appeal processes the suspension of study or cancellation of enrolment will be formally processed and the Admission Officer will access PRISMS to advise the DHA of the change in the student’s enrolment. The Australian Health and Horticulture Institute does not have to wait for the outcome of an external appeal before notifying DHA of the change to the student’s study status.
- The Student Support Officer will ensure that the following tasks are undertaken:
 - the student’s financial records are adjusted to take account of the period of suspension or cancellation of enrolment, if applicable;
 - inform relevant personnel advising them that the student’s studies have been suspended or their enrolment has been cancelled so that records can be updated, the students computer access and e-mail account are suspended until the student recommences their studies or cancelled, as applicable;
 - make notes LMS to set a reminder for when the student is due back, if applicable

Extension of Duration of Studies:

Students who successfully suspend their studies may require an extension to the duration to complete their course, if the suspension results in an inability to complete the course requirements as specified on the Confirmation of Enrolment as a result of:

- Compassionate or compelling circumstances as specified in this policy
- Intervention strategy for students who were not achieving satisfactory progress
- An approved deferment or suspension of studies was granted

Where the suspension or deferment has resulted in a variation to the student’s enrolment load, which impacts on the student’s expected duration of study, record of the variation and the reasons are uploaded onto the student file in LMS. Australian Health and Horticulture Institute will report the student via PRISMS and/or issue a new CoE/SCV when the student can only account for the variation by extending the expected duration of study. Except in

circumstances specified above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

Change of education provider

Under the National Code of Practice for Providers of Education and Training 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a letter of release or can demonstrate exceptional circumstances. Australian Health and Horticulture Institute will only consider issuing a letter of release to a student who has a valid enrolment offer from another registered education provider. If granted, a letter of release will be issued at no cost to the student. Where a letter of release is not granted, the student will be provided with written reasons for refusing the request, and be informed of their right to lodge an appeal.

Continuous improvement

Australian Health and Horticulture Institute is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via student feedback forms and Quality Indicator – Learner feedback. The input from the students is shared with all staff so that improvements can be made. Students are encouraged to provide feedback to Australian Health and Horticulture Institute so we can improve our services in the future.

Fairness and equity

Australian Health and Horticulture Institute is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- ensure non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the school.

- report any discriminatory behaviour or harassment to your trainer.

All Australian Health and Horticulture Institute staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any student or staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students and staff should expect fair and friendly behaviour from Australian Health and Horticulture Institute staff members and we apply complaint handling procedures that adopt the principles of natural justice and procedural fairness at every stage of the process.

Students who feel that they have been discriminated against or harassed should report this information to the Student Support Officer. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. A student may also make an enquiry directly with the Anti-Discrimination Board of NSW [Click Here](#).

Access to your student file and record

You have the right to access your student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file just by making a request at reception. You will be asked to complete a form. You will be provided with the record to view. Australian Health and Horticulture Institute can arrange to provide a copy of your records if required. You will not be permitted to take the original student file away as this is our record of your training and assessment which we are required to retain. Australian Health and Horticulture Institute can also provide you with a record of results which details the units of competency you have completed at that time and the units of competency you are yet to complete. A record of results can be requested from reception.

Statutory cooling off period

The Standards for Registered Training Organisations require Australian Health and Horticulture Institute to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sales contract without penalty.

It must be noted that Australian Health and Horticulture Institute do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the above refund policy.

Changes to terms and conditions

Australian Health and Horticulture Institute reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed prior to changes taking effect. No changes will apply retrospectively.

Protection under Australian Consumer Law

Australian Health and Horticulture Institute will notify students in the event that any of the following changes occurs that may affect the services being provided in this agreement. These include:

- a change in ownership of the RTO, and/or
- any changes to or new third-party agreements that are put in place for the delivery of services outlined in this agreement

This agreement, and the right to make complaints and seek appeals on decisions and actions under various processes, does not affect the rights of the student to take action under *Australian Consumer Law* if the *Australian Consumer Law* applies.

Please visit the following site for more information: [Australian Consumer Law](#).

Complaints and Appeal

Australian Health and Horticulture Institute is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required.

To make a complaint or an appeal, you are to refer to the "AHHI Support and Relevant Staff Chart" in the Complaints and Appeals Policy and requested to meet an appointment to meet with the relevant staff who will assist you by:

- Using the Complaints and Appeals Lodgement Form to document the issue(s) to be raised, ascertain desired outcome and details of the outcome/resolution with timeframe (if required)

- Both the student and relevant staff member sign the Complaints and Appeals Lodgement Form as evidence of agreed outcome
- The student is provided with a copy to maintain
- AHHI scans and uploads a copy of the Complaints and Appeals Lodgement Form onto the student file in LMS
- The AHHI Complaints Register is updated with the details of the complaint and the hard copy is maintained in the Complaints file

What is a complaint?

A complaint is negative feedback about services, staff, other students or stakeholders which has not been resolved locally. A complaint may be received by Australian Health and Horticulture Institute in any form but will be formally documented with the complainant in order to be acted on. Complaints may be made by any person.

Complaints can be made about:

- Australian Health and Horticulture Institute as an RTO
- Australian Health and Horticulture Institute staff including trainers/assessors and all other staff
- third party/ies who may be engaged at some point in time to provide services on Australian Health and Horticulture Institute’s behalf such as education agents, any third-party agencies providing academic or support services; or
- student(s)

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Australian Health and Horticulture Institute as soon as practicable after the student is informed of the decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to

come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling procedure

Australian Health and Horticulture Institute applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Australian Health and Horticulture Institute website.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible as per timeframe stated in the Complaints and Appeals Policy. This acknowledgement is intended to provide the person assurance that Australian Health and Horticulture Institute had received the complaint or the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response. However, complaints are usually dealt with by making an appointment and both the issues and response are decided in that appointment. Where the case requires more than one appointment, it will be included in the details completed and signed in the Complaints and Appeals Lodgement Form
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are kept by Australian Health and Horticulture Institute including all details of lodgement, response and resolution. Australian Health and Horticulture Institute maintains complaints registers to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person (not legal) at any relevant meeting.

- Where a complaint or appeal is made about or involves allegations about another person, Australian Health and Horticulture Institute is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Australian Health and Horticulture Institute will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint / appeal.
- Complaints/appeals must be resolved to a final outcome **within sixty (60) days** of the complaint / appeal being initially received. Where Australian Health and Horticulture Institute Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Australian Health and Horticulture Institute will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Australian Health and Horticulture Institute and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- Australian Health and Horticulture Institute shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

- Complaints/ appeals are to be handled in the strictest of confidence. No Australian Health and Horticulture Institute representative will disclose information to any person without the permission of Australian Health and Horticulture Institute Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given written permission for this to occur. This permission should be given using the Information Release Form.
- Complaints/appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Australian Health and Horticulture Institute to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Australian Health and Horticulture Institute as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Australian Health and Horticulture Institute also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Australian Health and Horticulture Institute.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Australian Health and Horticulture Institute to investigate the matter, then in these circumstances Australian Health and Horticulture Institute reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent person

Australian Health and Horticulture Institute provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Australian Health and Horticulture Institute to fully consider the nature of the complaint or appeal and to respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform AHHI of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Australian Health and Horticulture Institute Chief Executive Officer will advise of an appropriate party independent of Australian Health and Horticulture Institute to review the complaint (and its subsequent handling) and provide advice to Australian Health and Horticulture Institute in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Australian Health and Horticulture Institute appoints or engages an appropriate independent person to review a complaint/appeal, the Australian Health and Horticulture Institute will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the Australian Health and Horticulture Institute may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by Australian Health and Horticulture Institute as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by Australian Health and Horticulture Institute and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Australian Health and Horticulture Institute, they have the opportunity for a body that is external to Australian Health and Horticulture Institute to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Australian Health and Horticulture Institute may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.
- ASQA (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)
- Overseas Students Ombudsman (<http://www.oso.gov.au/making-a-complaint>)
- NSW Ombudsman (www.ombo.nsw.gov.au/contact-us)
- National Training Complaints Service (<https://www.education.gov.au/NTCH>)
- NSW Office of Fair Trading (<http://www.fairtrading.nsw.gov.au>)

Record keeping & confidentiality

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least 2 years to allow all parties to the complaint appropriate access to these records, upon written request to us. These records are maintained on campus in a secure location and/or electronically.

All records relating to complaints will be treated as confidential and will be covered by Australian Health and Horticulture Institute's Privacy Policy.