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Domestic Student Handbook  
**2015**

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# Student Handbook

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© Australian Institute of Creative Design

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# Australian Institute of Creative Design

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## SECTION 1

### Contact Information

Postal Address : 14/475 Scottsdale Drv, Varsity Lakes QLD 4227

Email: [admin@aicdedu.com.au](mailto:admin@aicdedu.com.au)

Web : [www.aicdedu.com.au](http://www.aicdedu.com.au)

### Head Office and Main Gold Coast Campus:

14/475 Scottsdale Drv, Varsity Lakes, Qld 4227

Phone: (07) 55 938 335

Fax: (07) 55 938 336

### Acacia Campus Gold Coast Location:

Unit 1010 and 1515 Acacia (1 Acacia Crt)

Cnr Scottsdale Drv and Firebird St, Varsity Lakes QLD 4227

Phone : (07) 55 789 340

### Brisbane Campus Location:

29 Amelia St, Fortitude Valley QLD 4006

Phone : (07) 38 541 395

Fax : (07) 38 541 396

## Staff List

### Directors

- Tracy Saywell
- Sonya Saywell

### Administration Staff

- Deborah Powell - RTO Manager
- Heather Mikkelsen – VET Manager (Gold Coast)
- Emma Gray – Training Administration (Gold Coast)
- Daniel Long – Branding & IT Manger (Gold Coast)
- Marinus Henderson – Campus Supervisor (Brisbane)
- Bronwyn Williams – Student Services (Gold Coast)
- Leah McGrath – Student Services (Brisbane)
- Joanne Ridgen – Student Services (Gold Coast)
- Kate Buttner - Student Services (Brisbane)
- Karene McMillan - Accounts (Gold Coast)

### Education Program Managers (Head of Department)

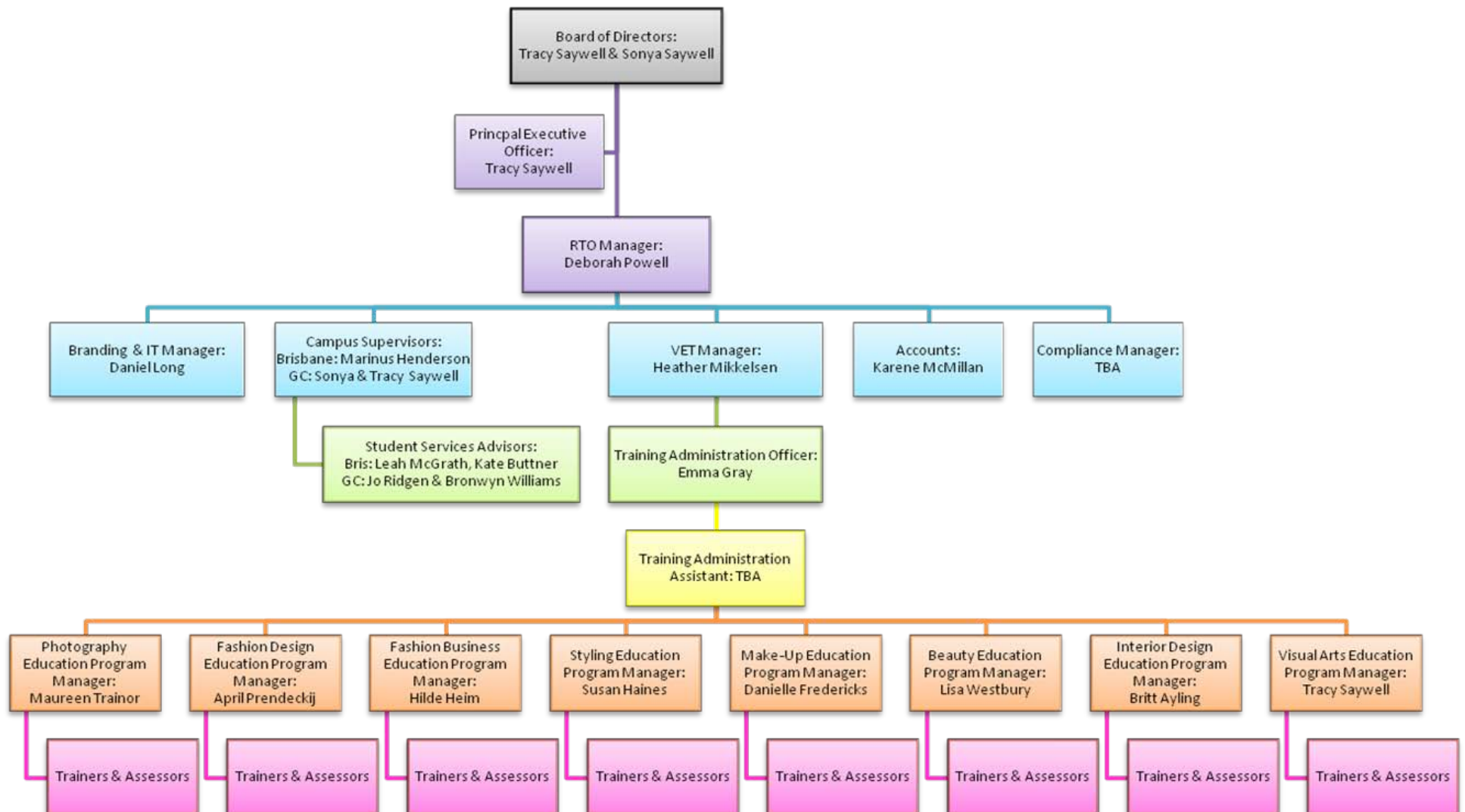
- April Predeckij - Fashion Design
- Susan Haines - Styling
- Hilde Heim - Fashion Business
- Britt Ayling - Interior Design
- Lisa Westbury - Beauty
- Danielle Fredericks - Makeup
- Maureen Trainor - Photography

### Trainers

- April Predeckij - Fashion
- Luda Hoffman - Fashion
- Michelle La Bonya - Fashion
- Janelle Rayner - Fashion
- Hilde Heim - Fashion
- Kellie Ireland-Bell - Fashion
- Anna Krispel - Fashion
- Natanja Hoskin - Fashion
- Nicole Corr - Fashion
- Janet Crew - Fashion
- Charlene Turner - Fashion
- Tace Clifford - Fashion
- Polina Karlova - Visual Arts
- Susan Haines - Marketing/Business and Styling
- Kim Ring - Styling
- Mabel Frautschi - Styling

- Caitlin Bennett - Styling
- Kady Versteegh – Beauty
- Zoe MacMillan - Beauty
- Rebecca Kitchin - Makeup
- Sharon Robbins - Makeup
- Sue McLaurin - Makeup
- Nyree Leather - Makeup
- Melissa Harding - Makeup
- Brianna James – Makeup
- Claire Wright - Makeup
- Naikia Rowbotham - Makeup
- Abbie Pryce - Makeup
- Kate Johnson - Makeup
- Holly Brewer - Makeup
- Cassandra Johns - Makeup
- Sonya Romeo – Interior Design & Textile Design
- Britt Ayling - Interior Design
- Anna White – Interior Design
- Charlotte Churchill - Interior Design
- Sharon Turner-French - Interior Design
- Lance Balchin - Photography

## Organisation Chart





# Student Guidelines and Policies

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## Student Orientation

Students enrolled in full-time study (and some part-time programs) will have an orientation on the first day of the course. During this orientation we will go through the policies and procedures contained in this handbook, take the Student ID Card Photos, provide you with a course timetable and discuss any other relevant topics such as course equipment requirements.

Students enrolled in shorter part-time programs will not have an orientation due to course time constraints.

## The AICD Commitment to You

AICD limits class sizes to ensure that students are able to get the most help and attention in class as possible. Most RTO's (Registered Training Organisations) offering the same or similar courses as the AICD accept at least double the amount of students per class. Because the courses run by the AICD are mainly practically based, these smaller class sizes mean that our trainers/assessors are able to have much more interaction with the students in class and our students are often able to achieve much better results in shorter time frames.

The AICD difference is that all our trainers/assessors have REAL industry experience. We are committed to bringing you the most up to date Industry relevant training available in Queensland and Australia wide. We give our students 110% of our time and energy in ensuring that our graduates are the best in the industry.

## Your Commitment to the Australian Institute of Creative Design

Your commitment to studying at the AICD is the commitment you give to your own future. Your attitude to learning and studying is perhaps the most important skill you can develop while studying. What you get out of the course will be directly related to what you put in. As most of the training offered in practically based, you will learn by 'doing'.

Your active involvement and participation in class is essential to receive results and you will not be able to just 'catch up' later by reading through notes and cramming for a test. Your attendance, participation and attitude are key factors that affect your ability to achieve success, whether it be in your course or in your career.

Treat your study as if this were your job – turn up on time; be professional in all your communications and interactions with other students and your trainers/assessors; complete all

your work in the time given; ask questions if you don't understand the work being covered; take responsibility for your own learning; and always strive to be the best you can.

## **Language, Literacy and Numeracy**

All students studying at the Australian Institute of Creative Design are assessed for Language, Literacy and Numeracy (LL&N) skills at the interview stage or at the start of their course. If you have been identified as needing extra assistance with LL&N (and any others who feel that they need extra assistance) you will receive this assistance within the AICD. If we feel that the scope of any student's needs is beyond our resources we will refer you to expert help.

## **Welfare & Guidance Services**

The Australian Institute of Creative Design has available a list of service providers and contact details for a large range of external support and assistance for students and these are available from your Education Programme Manager.

The Australian Institute of Creative Design has available a list of service providers and contact details for a large range of welfare organisations and these are available from your Education Programme Manager.

## **Access to your Personal Details**

Student access to their own files and results beyond Academic Transcript results that are posted out to you is unusual; therefore we ask you to follow the procedure outlined below:

- Current students wishing to access their files and competency results must provide a written request to Administration Coordinator (Gold Coast Campus) or Administration Manager (Brisbane Campus).
- Twenty-four to forty-eight hours notice may be required for this service.

## **Student Identification Card**

Purchase of a Student ID Card is optional. Full time students are eligible for QLD transport student pricing and may be eligible for student discounts at other participating businesses discretion. Students wishing to obtain the Tertiary Transport Concession Card (TTCC) must meet the following criteria:

- reside in Queensland
- be enrolled in and attending a course:
  - at a university, TAFE or other registered training organisation in Queensland (unless otherwise approved by the Department of Transport and Main Roads) that is registered with the department; and

- that is approved by Centrelink for Austudy, Abstudy or Youth Allowance purposes, or studying at a post-graduate level
- be a full time student enrolled on an internal basis. To be considered full-time:
  - **a university student** must be enrolled full-time, as deemed by their university; or
  - **students attending an institution other than a university** must be enrolled in a course of study requiring attendance at classes (or unpaid practical requirements) for at least 12 hours per week for a minimum course duration of 12 weeks.

The following customers are not eligible for a TTCC:

- interstate residents
- part-time students
- students undertaking all subjects externally, online or via correspondence
- students enrolled in a course that is not 'approved' by Centrelink for Austudy, Abstudy or Youth Allowance purposes.

Students can apply for the TTCC directly by:

1. Download the TTCC application from:  
<http://www.support.transport.qld.gov.au/qt/formsdat.nsf/Forms/QF4224>
2. Complete and sign Part A of the TTCC application form; and
3. Have Part B completed and authorised by AICD administration.
4. Email (PDF file not exceeding 8MB) or post the completed, authorised TTCC application form to:

[tertiary@translink.com.au](mailto:tertiary@translink.com.au) or  
Tertiary Transport Concession Card  
PO Box 1139  
Eagle Farm QLD 4009

You should **allow up to 15 business days (three weeks) for your application to be processed.**

Part time students may apply for and receive a student identification card but they are not eligible for QLD transport discounts and other discounts available to them will be at the participating business's discretion.

Student ID cards will list your Student Identification Number (also listed on your Confirmation of Enrolment). This number will be your identification code for roles, assessment tasks, result notices and fees. Your student identification number must be kept confidential.

## Accommodation Advice

Interstate or International students who require assistance in finding suitable accommodation or home-stay may receive advice from the AICD. The AICD can assist students seeking suitable home-stay accommodation, or assist in linking students together who would like to share accommodation with other students.

## Photographic Rights / Use of Work

It is a condition of enrolment on the Course Enrolment Form that the student gives permission for the institute to take and use photographs/video recordings of the Student and/or of their work for any use associated with the Institute, including for promotional purposes. No payment for the Institute's use of these images/recordings can be claimed by the Student.

If the Student does not wish for any photos/videos of the Student or their work to be used by the Institute the Student should notify the Institute in writing. Written notification shall apply from the date that it is received and any works, images or recordings taken prior to this date may still be used by the Institute.

## Personal Information Policy

### Definitions

For the purposes of this document:

**The Act** refers to the *Higher Education Support Act 2003*

**Student/s** refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

### Overview

The Australian Institute of Fashion Design Pty Ltd complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the *Privacy Act 1988* in relation to the collection of information relating to all students.

The Australian Institute of Fashion Design Pty Ltd will allow a Student to apply for and receive a copy of the VET personal information that the provider holds in relation to that Student.

### Collection of information

Personal information will not be collected unless:

- the information is collected for a purpose directly related to Students; and
- the collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication the Australian Institute of Fashion Design Pty Ltd will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Student concerned is generally aware of:

- the purpose for which the information is being collected;
- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- with whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where The Australian Institute of Fashion Design Pty Ltd solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.

### **Storage and security of personal information**

The Australian Institute of Fashion Design Pty Ltd will ensure:

- that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and
- that if it is necessary for the record to be given to a person in connection with the provision of a service to the VET Provider, everything reasonably within the power of the VET Provider will be done to prevent unauthorised use or disclosure of information contained in the record.

The Australian Institute of Fashion Design Pty Ltd will maintain a record setting out:

- the nature of the records of personal information kept by or on behalf of the record-keeper;
- the purpose for which each type of record is kept;
- the classes of individuals about whom records are kept;

- the period for which each type of record is kept;
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
- the steps that should be taken by persons wishing to obtain access to that information.

The Australian Institute of Fashion Design Pty Ltd will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. The VET Provider will not use the information except for a purpose to which the information is relevant.

## Disclosure

The Australian Institute of Fashion Design Pty Ltd will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- The VET Provider believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

## Publication

This Procedures relating to Personal Information will be made available to students and persons seeking to enrol with the Institute through publication in the Student Handbook and on the Institute's website ([www.aicdedu.com.au](http://www.aicdedu.com.au)).

## **Student Code of Conduct**

It is a legal requirement that accurate roles are kept for the duration of your course. The Institute staff are responsible for your safety and must know your whereabouts at all times while present at the college. If you need to leave the premises during the day you must inform your trainer/assessor of where you are going and how long you think you will be.

Repeated lateness creates disruption, loss of class time for other students, time wasted in repeating information and loss of quality delivery and momentum. If you are more than 15 minutes late for a class you will be marked absent and may be refused entry into that class (this is at the trainer/assessors' discretion). If you leave early or do not return to a class after a break you will also be marked absent. This could reflect in your results especially where you are required to practically demonstrate the skills and knowledge for that unit or cluster of units during class time.

Medical certificates must be provided for any absence where an assessment task is due. Class contribution may also be assessed by a trainer/assessor and should be considered. In the case where parents or other parties are responsible for the fees of a student, they will be notified in writing where a student attendance record is unsatisfactory. It is the student's responsibility to contact trainers/assessors or students to catch up missed work. It is not required that a trainer/assessor will repeat or re-deliver a missed lesson.

If you have been absent for a period of over two days and not notified administration the AICD will contact you by phone or email to establish your situation and discuss your options.

## **Mobile Phones**

Mobile phones must be switched off during lessons. Emergency calls can be directed to reception and/or your trainer/assessor.

## **Eating or Drinking in class / Smoking**

Eating or Drinking in class is not permitted. Any damage caused to property or equipment of the Australian Institute of Creative Design by food or drink must be paid for by the student. You may be suspended until all damages have been fully paid for. Smoking is banned at all times within the Australian Institute of Creative Design and as part of Queensland legislation people are prohibited from smoking within four metres of an entrance of any commercial building. Any damage or cost incurred by the Australian Institute of Creative Design due to a student smoking will be paid by in full by that student.

## **Classroom Responsibilities**

Students are responsible for keeping their desks and work areas clean at all times. It is everyone's responsibility to maintain the appearance of the classrooms to a level that does not reflect adversely on themselves, the Institute or in any way affect other students' ability to work. Stickers or other adhesive materials cannot be placed on any property belong to the Institute. The offenders will be responsible for the removal and any costs incurred for damage.

Wilful damage of premises, equipment or property will be treated as a criminal offence and will be reported to the police. The offending student and/or guardian will be responsible for all costs incurred.

Students must use cutting boards at all times and will be responsible for the cost for any damage incurred.

## **Disruptive Behaviour**

Disruptive behaviour in classes will not be tolerated. Any verbal abuse towards trainers/assessors or other students will result in a warning letter addressed to the student and if applicable, parents or guardians. This information will be recorded in the student files and repeat offenders may be expelled. Physical abuse is a crime and will be reported immediately to the police. If applicable, parents or guardians will be notified immediately and this may result in instant dismissal.

The student/guardian will still be liable for full fees owing after dismissal for verbal or physical abuse.

## **Outstanding Payments**

*Please refer to the 'refund and payment policy' for further information*

Where student payments to the Institute are outstanding, students will not be eligible to:-

- Undertake/submit assessment;
- Continue study;
- Receive results and awards;
- Have access to Institute facilities.

## **Workplace Health & Safety**

- At the start of each year a full fire drill will be held where students and staff will participate in evacuation procedures. Signage will be posted in all appropriate sites around the campus showing evacuation map and other emergency and safety procedures.
- At the start of each unit of competency or cluster of units all students will be informed of the occupational health and safety issues and requirements that relate to the industry for which they are training. Trainers/assessors will ensure that all students are aware of the safety precautions, correct operating procedures and correct maintenance for all equipment and machines used by the student.
- Attire – different study areas will have different expectations and these will be covered in the individual course orientation. Generally, students involved in product development and beauty therapy students must wear flat enclosed shoes. Beauty students will also be required to wear a uniform.



- Long hair must be tied back and secured or worn in a hair net while operating any machinery.
- Fingernails must be maintained at a practicable length. Long nails will not be allowed
- No loose clothing or jewellery should be worn while operating machinery
- Spray adhesives and fixatives are totally banned from the campus

## Emergency Procedures

- In the event of an emergency or evacuation of the Institute it is important that all students follow the directions of Australian Institute of Creative Design Trainers/Assessors and staff at all times. Do not panic. Do not run.

## Course Delivery

### Delivery Modes

- All courses use face to face delivery and all compulsory sessions are identified in the relevant units or cluster Assessment Guide.
- You will be provided with an Assessment Guide for your units or clusters being completed. It is **your** responsibility to keep this guide and refer to it for all information on assessment tasks and delivery schedule of your units or clusters.
- Many of the units and clusters will also provide you with workbooks and reference materials and it is **your** responsibility to bring these to class as directed by your Trainer/Assessor.

### Time Frames

Trainers/Assessors will have estimated the time all classroom tasks should take you. However in order for you to complete all the work that is expected for assessment tasks you will be required to spend up to another 30% of your time on assessment tasks. What this means that is that for every six hours of face to face delivery in class, you can expect to spend at least another two hours completing tasks at home. Some Trainers/Assessors will be available by appointment outside of delivery time for you to discuss assessment and class room tasks and you should avail yourself of this service if you feel that you are not coping with your workload.

## Assessment Overview

### Assessment Strategy:

All the qualifications offered by the AICD are largely practical in nature and are competency based. You must achieve competency in all the units offered for each qualification you are enrolled in. If you successfully complete some units of competency but not all the units you will be eligible for a statement of attainment for the units you have completed.

Due to the practical nature of our qualifications it is important that you maintain your attendance and complete all work covered. There is no substitute for practical and hands on experiences and this is something that can't be copied from someone else's notes. Due to this we recommend that all students strive to maintain an acceptable attendance rates. Missing more than 1 or 2 sessions of any one course of study will seriously disadvantage your ability to achieve competency in that course and could result in you re-enrolling and paying for the course again.

Any absences, especially on an assessment date **MUST** be justified by the submission of a medical certificate or similar to be considered eligible to retake the assessment and still be eligible for a supplementary assessment. Students who fail to supply adequate evidence of a valid and reasonable reason for their absence will be allowed only one attempt at the assessment task and will only be eligible for a 'Competent' or 'Not Yet Competent' result.

### Assessment Codes

#### Key to grades:

**Y**      **Competent**

**N**      **Not Yet Competent**

To be found competent in a unit of competency students must satisfactorily fulfil all the assessment requirements for that unit.

### AICD Supplementary Assessment Policy

This is not a part of the Australian Quality Training Framework and is not recognised as a part of competency based training. It does however give students, prospective employers and higher education providers, such as universities, a better overall view of a student's achievement levels throughout their study. This supplementary assessment policy has the following guidelines:

- Once competency has been achieved a student is then given a supplementary assessment based on their overall performance within that unit of competency.
- These levels are:
  - **Distinction**                      **DY-** an exceptional level against a range of criteria
  - **Credit**                                **CY-** an advanced level of performance against a range of criteria
  - **Proficient**                          **PY-** a proficient level against a range of criteria but the student has not provided sufficient evidence for a credit or distinction.

In some qualifications this will be criteria based and in others it may be based on marks. Where marks are used there is a minimum pass mark of 70% required for competency.

# Academic & Non-Academic Grievance Policy and Procedures

## Definitions

For the purposes of this document the following applies:

**The Act** refers to the *Higher Education Support Act 2003*

**Student/s** in this document 'student' refers to both students and potential students, enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

**Complainant** refers to Students (as defined above) who have lodged an academic or non-academic complaint with the Australian Institute of Fashion Design Pty Ltd.

**Academic matters** include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

**Non-academic matters** include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

## Overview

The Australian Institute of Fashion Design Pty LTD is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students.

Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

## Responsibility

The VET Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation, and Students and Complainants are made aware of its availability.

## **Informal Grievance Procedure**

Students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are support staff available, to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting their Department Education Manager or the VET Manager in person at 14/475 Scottsdale Drive Varsity Lakes, 4227 or by phoning (07) 5593 8335.

## **Formal Grievance Procedure**

General principles applying to all stages of this grievance procedure which will be adhered to by the Australian Institute of Fashion Design Pty Ltd are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the Australian Institute of Creative Design Quality Management System.
- A Complainant shall have access to this grievance procedure at no cost.

### **Stage One**

Formal grievances should be submitted in writing clearly outlining the grievance and marked to the attention of the VET Manager as follows:

VET Manager  
14/475 Scottsdale Drive  
Varsity Lakes 4227 QLD

The VET Manager within the Australian Institute of Fashion Design Pty Ltd will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within twenty (20) working days for finalisation of this stage of the grievance procedure.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

## Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Chief Executive Officer (CEO) (who is senior to the original decision maker). The CEO may appoint a dedicated complaints committee or a unit established for the specific purpose of determining the appeal – Student Appeals Review Committee (The Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within ten (10) working days for finalisation of this stage of the grievance procedure.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

## Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by the Australian Institute of Fashion Design Pty Ltd.

Domestic and International students have different avenues of external appeal at their disposal and both are laid out below.

### ***Domestic Students***

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal to the with the Department of Education and Training which has complaints handling procedures to ensure all complaints are comprehensively investigated and managed. Complaints should be sent via email to [TO.complaints@deta.qld.gov.au](mailto:TO.complaints@deta.qld.gov.au) or posted to the address below:

Training and International Quality  
Department of Education and Training  
LMB 527  
Brisbane QLD 4001

### ***International Students***

The legislation establishing the Overseas Students Ombudsman passed on 21 March 2011 and came into effect on 9 April 2011. The Overseas Students Ombudsman is now operating and able to take external appeals for overseas students studying in Australia. Their website can be found at: <http://www.oso.gov.au/private-education-providers/>

The Overseas Students Ombudsman will provide the external complaints and appeals mechanism available to all private registered education providers and current, or intending, overseas students under Standard 8 of the National Code.

The Overseas Students Ombudsman's service will be free of charge to both providers and students.

Overseas Students Ombudsman contact details:  
In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates).  
Outside Australia, call +61 2 6276 0111.  
Overseas Students Ombudsman  
GPO Box 442  
Canberra ACT 2601  
AUSTRALIA

The AIFD agrees to be bound by the External Reviewer's or Overseas Students Ombudsman's recommendations and the CEO will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external reviewer.

## Publication

This *Academic & Non-Academic Grievance Policy and Procedure* will be made available to students enrolled, or potential students seeking to enrol with the Australian Institute of Fashion Design Pty Ltd through publication on the website ([www.aicdedu.com.au](http://www.aicdedu.com.au)) and the student handbooks.

## Assessment Policy & Procedure

### 1. Extensions

Extensions will only be granted due to personal illness or for other extenuating circumstances and must be accompanied by supporting evidence such as a medical certificate.

- 1.1 The student must approach the trainer concerned well before the due date or if absent on the due date for an assessment task, immediately on return to the AICD;
- 1.2 Formal requests for extensions must be submitted in writing 48 hours prior to the advised deadline using the required form (may be obtained from Administration);
- 1.3 Length of extension is determined by period of student absence supported by accompanied evidence;
- 1.4 Doctor's certificates must be produced to verify illness (or other documentary evidence, where applicable).

### 2. Student Responsibilities

Students are responsible for:

- 2.1 Complying with the assessment task submission process as determined by their Trainer/Assessor;
- 2.2 Collecting, arranging feedback and negotiating resubmission of the assessment task;
- 2.3 The retention and resubmission of the assessment task (if a re-evaluation is required).
- 2.4 All work being considered for assessment must be the student's own work. If the student has been found to have copied the work, plagiarised or otherwise cheated the work will be found unsatisfactory, and the student will have to negotiate a new

- assessment and will forfeit all rights to a supplementary assessment for the entire unit of study/ unit of competency.
- 2.5 Students must properly acknowledge all information sources.
  - 2.6 Students failing to submit their assessment task/assessment item by the due date, without an extension, will lose 5% of marks per day until they reach the pass cut-off mark of 70%. Once this occurs they will not be eligible for an AICD Supplementary Assessment and will only be deemed 'competent' or 'not yet competent'.
  - 2.7 Students submitting an assessment item by the due date, that is marked "Unsatisfactory" have the opportunity to 'resit' or 'resubmit'. Only one 'resit/ resubmit' will be granted for each assessment task and the date is to be negotiated with the relevant trainer.
  - 2.8 Students failing to submit their resit/resubmit assessment task by the due date will be awarded a final unsuccessful result for that assessment task and may be required to re-enrol to gain competency.
  - 2.9 Students wishing to challenge the result of an assessment must do so in writing as per the Academic and Non-Academic Grievances Policy and Procedure.
  - 2.10 Students who are assessed as being 'not yet competent' in a unit and who have exhausted all the above opportunities for reassessment **MUST RE-ENROL** in the competency/unit of study if they wish to be considered eligible for the qualification for which they are enrolled.

**NOTE: Resubmissions (including exam re-sits) will be granted only IF the trainer/assessor considers the student has made a genuine attempt at the first assessment.**

## Academic Appeals Committee

The CEO will establish an Academic Appeals Committee when required. Membership is to include;

- The VET Manager,
- One Trainer/Assessor not involved with the disputed result, and
- One other Institute staff member.
- In addition the appellant has the right to nominate a person from industry or other training institutions with a background experience in the subject being disputed and another Trainer/Assessor from the field of study in dispute.

The Academic Appeals Committee shall:

- Review all the circumstances of the disputed results and make a determination in the matter.
- Clearly document the process of their decision.
- Immediately communicate their decision to the appellant and the VET Manager.

Each sitting of the Academic Appeals Committee shall elect one of its members to be Chair and that person shall:

- Ensure that records are kept of the proceedings at all meetings and contain a fair summary of all information submitted to or obtained by, the committee.
- Authorise, if required, the appropriate amendment of student records.

All decisions of the Academic Appeals Committee will be final.

**Note: All submissions for appeal must be in writing and must be within the specified time frames or the original result will stand and the student must re-enrol in the unit/module and undertake new assessment.**

## Policy for Cheating and Plagiarism

A student shall not cheat in an examination or any other assessment. A person, whether student or not, shall not do anything intended to assist any other person sitting for an examination to cheat or otherwise defeat the purpose of the examination or any other assessment.

- If an examination supervisor believes that a student is cheating, the student will be instantly informed of such but allowed to finish the examination;
- The examination supervisor is required to prepare a written report on the alleged cheating and attach the report to the student's examination paper;
- The matter will be referred to the VET Manager for appropriate action as outlined in the document 'Student Misconduct'.

Students may not submit as their own work, that which has been derived from another source-

- This constitutes plagiarism
- All information sources must be properly acknowledged.

Plagiarism most commonly is:-

- Directly copying word for word another person's work without proper acknowledgement;
- Using or developing another person's ideas without acknowledging them;
- Using the work of other students (with or without their permission) and claiming it as your own.

Note: Any breach of the cheating and plagiarism policy is deemed "student misconduct" and will be handled through the student discipline policy.



## Access and Equity Policy

### 1. Purpose

The Australian Institute of Creative Design (AICD) is committed to promoting a fair and equitable environment for staff and students that is free from discrimination, harassment and vilification.

### 2. Scope

This policy applies to all current and prospective RTO staff and students and should be read in conjunction with the “Academic and Non-Academic Grievances Policy and Procedures” and “Fair Treatment and Equal Benefits Policy and Procedures”.

### 3. Definitions

**Reasonable adjustment:** Refers to adjustments that can be made to the way in which evidence of student performance can be collected. The evidence criteria for making competent/ not yet competent decisions should not be altered in any way.

**Credit Transfer:** Direct credit offered to students for units of competency already previously achieved.

**Recognition of Prior Learning:** The acknowledgement of a person’s skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.

### 4. Policy Statement/s

The Australian Institute of Creative Design has a ‘**zero tolerance**’ policy on any form of discrimination and is committed to treating all students and staff equally and with respect. Respect of beliefs and individuality is fundamental to this. This policy is consistent with all other policies of AICD and it is also consistent with the National Standards for continuing Registration (SNR 15-25) which form part of the VET Quality Framework and the QLD Anti-discrimination Act 1991.

#### 4.1 *AICD Student Recruitment:*

- 4.1.1 Training and assessment services are available to all prospective students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment. AICD uses the same recruitment and admission process for all applicants.
- 4.1.2 Bases admission to courses and programmes solely on availability of places and the applicant satisfying course entry requirements.
- 4.1.3 Provides applicants with adequate information and support to enable them to select the most suitable programme for their needs.

#### 4.2 *Learning environment free from harassment, discrimination and victimisation*

- 4.2.1 AICD specifies standards of behaviour expected from students and staff in its Codes of Conduct.
- 4.2.2 AICD has policies and procedures in place for preventing harassment and discrimination.

### **4.3 Inclusive learning**

- 4.3.1 AICD considers issues relating to access and equity when specifying course entry requirements and any prerequisites
- 4.3.2 Offers credit transfer and recognition of prior learning to all applicants and students
- 4.3.3 Provides language, literacy and numeracy requirements consistent with the vocational level of the qualification

## **5. Policy Procedure/s**

### **5.1 AICD provides assessment processes that are fair, valid, reliable and consistent through:**

- 5.1.1 Recognition of previously acquired skills and knowledge,
- 5.1.2 Adequate information on course and subject assessment, prior to enrolment in the course,
- 5.1.3 Adapting assessment to meet student needs while still maintaining a high quality, valid and consistent process, (refer the reasonable adjustment)
- 5.1.4 Giving students the right to appeal an assessment or recognition decision,
- 5.1.5 Giving all students an equal opportunity to demonstrate competence.

### **5.2 AICD provides support to those with special needs**

- 5.2.1 Reasonable adjustment is provided to those with a disability or special need according to individual circumstances and where the application of reasonable adjustment does not diminish the benchmarks and standards used to assess competence.
- 5.2.2 Alternative assessments are negotiated with students where reasonable adjustment applies.
- 5.2.3 Where possible students with special needs are offered education support and where the AICD lacks the expertise to assist students they will be referred to other support agencies at no charge.

### **5.3 Special Consideration**

- 5.3.1 Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or sitting an examination, or believes that their performance in an assessment event has been affected by the incident.

## **6. Roles and responsibilities**

**AICD Staff:** All AICD employees are required to ensure all clients receive fair and equitable services within their scope of responsibility. All staff hold the responsibility to maintain a work and study environment free from discrimination and harassment. Management is responsible for ensuring adherence to the RTO's policies and procedures that support this goal.

**AICD Students:** It is expected that students will discuss any specific requirements needed to assist them in their study and actively participate in the process of solving how their requirements will be met.

# Fair Treatment and Equal Benefits and Opportunity Policy and Procedure

## Overview

The Australian Institute of Fashion Design Pty Ltd supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

## Definitions

For the purposes of this document the following applies:

**The Act** refers to the *Higher Education Support Act 2003*

**Student/s** refers to all persons enrolled in a unit of study who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act; and

**Potential Students** refers to all persons seeking to enrol in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

## Fair Treatment

The Australian Institute of Fashion Design Pty Ltd will treat fairly all Students and all Potential Students.

## Student Selection

The Australian Institute of Fashion Design Pty Ltd has open, fair and transparent procedures, based on merit for making decisions about:

- a) the selection, from among Potential Students; and
- b) the treatment of Students.

Potential Students seeking to enrol in a VET unit of study with the Australian Institute of Fashion Design Pty Ltd, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process.

The above paragraph does not prevent the Australian Institute of Fashion Design Pty Ltd taking into account, in making decisions mentioned above, educational disadvantages that a particular Student or Potential Student has experienced or the fact that the student or Potential Student may be enrolled via a VET restricted access arrangement.

As a provider of Vocational Education and Training (VET), the Australian Institute of Fashion Design Pty Ltd does not require students to have any specific prior knowledge or a particular

University Admissions Index (UAI) for entry into our Diploma and Advanced Diploma level qualifications. International students must be 18 years of age at the time of applying and demonstrate proficiency in English to IELTS Band score of 5.5 with the IELTS Test conducted not more than 24 months before the day on which the application is made.

### **Selection and Admission procedure**

1. Students and persons seeking to enrol should complete the AICD Application Form available from the web site. They may also arrange to visit our campuses. Applicants should ensure:
  - a. they have any and all necessary documentation to support their application;
  - b. demonstrate that they meet the entry requirements for their chosen course;
  - c. if required to provide copies of previous qualifications, applicants must provide either original copies of transcripts from the originating institution, or should provide verified copies
2. Students and persons seeking to enrol should include with their completed applications form:
  - a. A personal statement indicating their special areas of interest that relates to their chosen course, any related experience they may have, and why they wish to do the course (one page limit);
  - b. Supporting documentation (e.g. Australian passport or citizenship document, academic transcript, etc.);
  - c. A checklist of necessary information is included in the application forms.
3. The Admissions Officer assesses the application against the published entry requirements. Where the application is not complete or if further information is required to make an assessment of whether the applicant has met the published entry requirements for their chosen course, the applicant will be contacted and given the opportunity to provide further information. Applicants who do not meet the published entry requirements will be sent a letter clearly outlining the reasons why they have not been offered a place in the course. The letter will also advise the unsuccessful applicant about their right to appeal the decision and how to access the appeals process.
4. If the application is successful, the AICD will send a *Letter of Offer* and information on how to pay the tuition fee.
5. To secure a place in the course, students will need to:
  - a. Submit a signed *Enrolment Contract*
  - b. Make arrangements for payment or complete a VET FEE-HELP Application Form

- c. Students will receive a *Student Welcome Pack* with confirmation of enrolment and information for their first day orientation.

## Publication

This Fair Treatment and Equal Opportunity Policy and Procedure will be made available to students and persons seeking to enrol with the Institute through publication in the Student Handbook and on the Institute's website ([www.aicdedu.com.au](http://www.aicdedu.com.au)).

## Appendix A: Course Entry Requirements

| COURSE CODE AND NAME |   | COURSE ENTRY REQUIREMENTS  |   |
|----------------------|---|--|---|
|                      |   | Formal education or work/life experience   | Prerequisites   |
| LMT60307             | Advanced Diploma of Applied Fashion Design & Technology | <p>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam.</p> <p>It is advisable if applicants can present a suitable portfolio demonstrating strong creativity and design abilities however if they don't have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course.</p> | There are no prerequisites for entry into this qualification. |
| MSF60113             | Advanced Diploma of Interior Design                     | <p>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam.</p> <p>It is advisable if applicants can present a suitable portfolio demonstrating strong creativity and design abilities however if they don't have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course.</p> | There are no prerequisites for entry to this qualification.   |
| LMT60507             | Advanced Diploma of Fashion and Textiles Merchandising  | <p>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam.</p> <p>It is advisable if applicants can</p>  | There are no prerequisites for entry to this qualification.   |

| COURSE CODE AND NAME |  | COURSE ENTRY REQUIREMENTS   |   |
|----------------------|--|---|---|
|                      |  | Formal education or work/life experience  | Prerequisites   |
|                      |  | <p>present a suitable portfolio demonstrating strong creativity and design abilities however if they don't have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course.</p>   |   |
| SIB50110             | Diploma of Beauty Therapy              | <p>Completed year 10, or Adults with previous training or work experience, or applicants that pass an entry exam.</p> <p>Each applicant is interviewed prior to being offered placement in the course.</p>  | There are no prerequisites for entry to this qualification.                                     |
| CUF50407             | Diploma of Specialist Make-up Services | <p>Completed year 10, or Adults with previous training or work experience, or applicants that pass an entry exam.</p> <p>It is advisable if applicants can present a suitable portfolio demonstrating strong creativity and design abilities however if they don't have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course.</p> | There are no prerequisites for entry to this qualification.                                     |
| CUV50411             | Diploma of Photo Imaging               | <p>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam.</p> <p>It is advisable if applicants can present a suitable portfolio demonstrating strong creativity and design abilities however if they don't have a portfolio they can still apply as each applicant is interviewed prior to being offered</p>         | Students must demonstrate a basic understanding of photo imaging and have good computer skills. |

| COURSE CODE AND NAME |   | COURSE ENTRY REQUIREMENTS  |   |
|----------------------|---|--|---|
|                      |   | Formal education or work/life experience   | Prerequisites   |
|                      |   | placement in the course.   |   |
| 10428NAT             | Diploma of Styling (Fashion, Image and Media) | <p>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam.</p> <p>It is advisable if applicants can present a suitable portfolio demonstrating strong creativity and design abilities however if they don't have a portfolio they can still apply as each applicant is interviewed prior to being offered placement in the course.</p> | Students require good communication and interpersonal skills though there are no set prerequisites for this qualification.    |
| CUV50111             | Diploma of Visual Arts                        | <p>Completed year 12, or Adults with previous training or work experience, or Special creative applicants that pass an entry exam.</p> <p>Applicants must present a suitable portfolio demonstrating strong creativity and design abilities and will be interviewed prior to being offered placement in the course.</p>  | Students must demonstrate the skills and knowledge to research themes, develop a body of work and discuss creative processes. |

## Recognition of Qualifications issued by other RTO'S and Transfer Credit

This policy and procedure applies to all enrolled students and those seeking enrolment at the AICD. This procedure does not cover RPL (Recognition of Prior Learning). Students who have knowledge and experience gained through other means such as life experience and workplace experience and who wish to have this recognised must refer to the RPL Policy and Procedure documents. This procedure refers to:

- 1.1 All study relating to a nationally endorsed Training Package that has been completed at another RTO;

- 1.2 All study relating to a nationally accredited course that has been completed at another RTO or study undertaken at a university, depending on the establishment of skills and knowledge covered by the accredited course or university qualification.

## **RPL (Recognition of Prior Learning) Requirements**

Students can submit an RPL application for any Unit of Competency in which they believe they may have the relevant current knowledge and skills. They are free to ask assistance from a course trainer/assessor or Administration. Application forms are obtained from Administration.

The cost of an RPL application is \$100 per Unit of Competency. Students must be enrolled and have paid their fees before the RPL process can begin. Granting of RPL in a Unit of Competency will result in the successful student gaining credit for that Unit without the need for their attendance or study in that particular unit. Students who don't provide sufficient evidence for a full RPL of a unit may have to undertake gap training which will require them to enrol either partially or fully into the relevant unit of competency and will be required to pay the associated tuition fees.

### ***Definition:***

Recognition of Prior Learning (RPL) is a process to obtain formal recognition for the competencies, skills and knowledge you have acquired through:

- Previous training (at college or place of work)
- Education (at school, college or place of work)
- Work experience (paid and unpaid work)
- Life experience (leisure pursuits and voluntary work), which may be used to demonstrate achievement in a Unit of Competency(s) without having to attend training or study.

### ***Evidence Required:***

In order to apply for RPL a student needs to demonstrate that they are competent against the requirements of that Unit(s). Being competent means that the student can show that:

- They can perform a job/task/activity to meet today's industry standards
- They can do it in a consistent way, over time
- That they have sufficient knowledge to enable them to perform it in a range of situations.

The onus is on the applying student to demonstrate the relevant skills, documents and/or materials and should consist of any or all of the following:

- Formal statements of results



- Examples of work or resources which the student has produced
- Performance appraisal reports
- References from current or former employers
- Position descriptions/job role
- Details of formal training, seminars, conferences and workshops they have attended which are relevant to their RPL application
- Certificates of participation/achievements/awards/letters of commendation
- Video tapes, tape recordings and/or photographs of their work activities
- Specific details of their work and/or participation in projects
- Written testimonials from managers or colleagues
- Written validation from their workplace supervisor
- Documented workplace demonstration

***Time Frame:***

Students are to be informed in writing of the status of their application within 21 days of lodgement.

***Evaluation:***

This is to be completed by a fully qualified trainer/ assessor, who is the content expert for that Unit of Competency. This will be done against the requirements of the Unit of Competency.

***Appeals and second attempts:***

Students will be given feedback on their RPL application and if they wish may submit a second attempt to show competency. If they are unsatisfied they can lodge an appeal (refer to Academic Appeals)

***Special Needs:***

Students lodging an application for RPL who have special needs, such as experience difficulties in language or numeracy or are from a non-English speaking background can expect reasonable adjustments in the evaluation process. For example an interpreter can be sourced for the student but this will be at their expense.

***If Unsuccessful:***

Students who are unsuccessful in the RPL process will have to re-enrol and pay the fees in the Unit of Competency for which their application was unsuccessful if they wish to have their competency recognised.

## **Failed Subject fees**

If after resubmitting all assessments a student is found to still be 'Not Yet Competent' in a unit of competency/cluster, they will be required to re-enrol in that unit of competency/cluster and attend classes again if still seeking competency. Re-enrolment will incur payment for tuition fees for the failed unit of competency/cluster based on delivery of contact hours.

### NON VET FEE-HELP STUDENTS

#### Refund Policy for students not eligible for, or enrolling in non VET FEE-HELP approved courses

The Australian Institute of Creative Design (AICD) only accepts a limited number of students in a class. To ensure that the school is able to successfully operate, each course also has a minimum number of enrolments that are required in order for the course to be run. For this reason we reserve the right to cancel a course if the minimum number of enrolments is not reached.

Our small class sizes mean that our students are able to get more help and attention in class and course content can be covered in a shorter period of time than with other RTO's delivering similar courses to much larger class groups. Most similar RTO's run classes with at least double the amount of students per class.

Due to our small class sizes, course intakes often fill well in advance and prospective students are often turned away once the course is full. For this reason it is crucial that we can confirm serious enrolments for committed students. It is recommended that students enrol in the course of their choice at their earliest convenience to ensure that they do not miss out on a position.

A Non-Refundable Course Deposit is required in order to enrol and secure a position in the Course. At the time of payment of the Course Deposit, the Guarantor/s (being the Student, their Parent or Guardian (if applicable) and the Person Responsible for Course Fees as specified on the Course Enrolment Form) become liable for payment of the full Course Fees.

It is not possible for a student to start a course part way through, and for this reason, when you enrol in a course you are purchasing a position in that course for its entire duration. As your position in the course is taken whether you participate/attend/pass/finish the course or not, the position must be paid for even if you do not participate in the entire course.

We recognise that unforeseen circumstances can occur which can mean that you are not able to complete the course. For this reason, AICD offers Students the option to apply for deferment. Deferment is accepted at the College Directors sole discretion. Please see the Deferment Policy for more information regarding deferment.

AICD incurs substantial monetary, staffing, administration and logistic responsibilities on enrolling a Student and therefore refunds for withdrawals can only be given to students who apply 29 days or more prior to course commencement with evidence of illness/injury preventing course participation or on other compassionate grounds. The Course Deposit will be retained by

AICD to cover administration costs. Refer to the Withdrawal Policy for more information regarding withdrawal.

It is important for Students to be aware that if they withdraw or defer their Course they will need to notify Centrelink of these changes if they are claiming any payments. Full time study is considered to be 21hrs or more per week attendance. AICD has the legal obligation to report to Centrelink on student's enrolment status if and when a student's attendance drops below 75% of full time study. If you claim payments from Centrelink and do not notify them of any changes to your enrolment status you may be fined and required to pay back any payments received.

| <b>Date/Situation</b>                                      | <b>Payment Due / Refund Given</b>  |
|--|--|
| <b>Course Enrolment</b>                                    | Payment of the non-refundable Course Deposit. Guarantor/s become liable for payment of the full course fees.   |
| <b>29 Days or more Prior to Course Commencement</b>        | <p>If a Withdrawal application is provided in writing and is approved by the Directors, a refund of any course fees paid in advance will be given. The Course Deposit will not be refunded.</p> <p>If a Deferment application is provided in writing and is approved by the Directors, the Student may defer their course to another intake within 2 years. Payment of the course fees may be deferred in this situation. No refunds will be granted for any Course Fees paid in advance.</p> <p>If a Course Transfer application is provided in writing, transfer will be accepted. The Course Deposit and any Course Fees paid will be credited towards the selected course.</p> |
| <b>28 Days Prior to Course Commencement or After</b>       | <p>Full Course Fees must be paid, even if Deferral is approved, or the Student withdraws from the Course.</p> <p>No refunds given. If on payment plan, payments are to continue until the Course Fees are paid in full.</p> <p>Course Transfers are treated as a Withdrawal from one Course and Enrolment in another Course and therefore will be subject to payment of the Course Fees for the new Course.</p>  |
| <b>14 Days Prior to Course Commencement</b>                | <p>Balance of Course Fees must be paid in full. The balance must be received by this date in order to qualify for the discount.</p> <p>If the Payment Plan option is selected, the completed Ezipay Form must be returned by this date.</p> <p>No refunds given.</p>   |
| <b>Course Start Date</b>                                   | <p>Any outstanding monies are to be paid immediately. Ezipay Form's must be submitted immediately.</p> <p>No refunds given.</p>  |
| <b>Course Withdrawn by AICD prior to Commencement Date</b> | Full refund including the Course Deposit.  |
| <b>Course Cancelled by AICD after Commencement</b>         | Refund of unused Course Fees – calculated by the number of days already delivered.   |

## Payment Plans

Payment Plans are offered for the sole purpose of assisting Student's to pay for the Course Fees. Payment plans are not a 'pay as you go' arrangement, and will not be cancelled if the student defers, withdraws or ceases to attend.

Payment plans are set up as automatic direct debit payments through Ezypay Pty Ltd. AICD will not accept any alternative payment plan arrangements. Direct debits can be set up as weekly or fortnightly payments from your nominated bank account or credit card.

Failed payments will incur a fee of up to \$15 which will be charged to you by Ezypay on the next debit attempt. Failed payments only occur if the provided bank account/credit card details are incorrect, your bank account has a block on automatic debits or there are insufficient funds in your account. It is your responsibility to make sure that your account details are kept up-to-date, your account does not have a block on automatic debits and there are sufficient funds available.

Failed payments on Ezypay will delay the normal payment schedule.

Payment of the Course Fees must be made in full by the course finish date. No certificates, transcripts etc will be released until all fees and outstanding accounts are paid in full.

## Additional Costs

- Purchases of Equipment or Materials - The College sells selected products and materials to students. Our prices are usually lower than normal retail prices.
- Printing Accounts - Students may set up a printing account in order to print at the school. A \$25 minimum credit must be paid in order to set up an account. The printing account tallies the amount of printing/photocopying done by the Student throughout the year. Students will then receive an invoice for any printing done over and above any amounts paid towards their printing credit. If at the end of the Course the Student has not used their printing credit in full a refund will be issued for the amount of credit remaining. Printing prices are as follows (prices are subject to change): A4 B&W: 10c, A4 Colour: 50c, A3 B&W: 20c, A3 Colour: \$1
- Repair or Replacement of any equipment damaged or stolen as a result of the Student's failure to exercise proper and reasonable care.
- Private Tuition Fees - if a student has missed classes and requires private tuition to catch up on what was missed, private tuition may be arranged and will incur costs.
- Replacement Fee for a Student ID Card - \$25
- Event Participation Fees – such as the graduation event, costs will vary depending on the event.

- Replacement Fees - if a student is provided with any equipment or materials in order to complete the course and the student requires a replacement of these items (due to misplacement) a fee may be charged for the College to provide a replacement of the item to the student.
- Dishonoured Cheque Fee - \$50
- Cheque Cancellation Fee - if a refund cheque has been sent and a replacement cheque is required, AICD will have to cancel the original cheque before reissuing at a cost of \$50.
- Ezy pay Failed Payment Fees - Ezy pay will charge a failed payment fee (between \$10 - \$15) for each failed payment. If Ezy pay is unable to collect this, these fees are passed on to the College. The College will then charge these fees to the Guarantor/s.
- Interest Fees for Overdue Payments – 2.5% per month.
- Debt Collection Fees - any fees or charges associated with debt collection / legal action in relation to obtaining payment of the course fees (and any other fees/charged incurred) will be at the expense of the Guarantor/s.
- Deferral Fees – A \$100 minimum administration fee will be charged for all deferrals, except if the deferral application is received prior to the course commencement date. See the deferral policy for more information regarding possible costs.
- Course Transfer Fee - Course transfers are generally not accepted (In most circumstances they will be treated as withdrawal from one course and a new enrolment in another course), but in some limited circumstances they may be accepted by the College Directors. In this situation fees will apply and will be calculated based on how much of the Course the student has completed already, administration costs, equipment costs, and price difference in the courses.
- Replacement (or additional copies) of documents (such as Certificates, Transcripts of Results etc) - \$25 each.

## Deferment, Withdrawal & Course Transfers Policy

### Deferment

We recognise that unforeseen circumstances can occur which can mean that you are not able to complete the course. For this reason, AICD offers Students the option to apply for deferment.

The College has complete discretion whether or not to accept a student's application for deferral. Should the application be accepted, deferment will take effect from the date of receipt of the application by the College.

Circumstances in which a student may be allowed to defer their studies are as follows:

- Where a severe medical condition prevents a student from attending class for an extended duration. Medical conditions which are existing at the time of enrolment do not qualify.
- Where the student is involved in a traumatic event
- Where there is a death of a close family member
- Where an emergency requires the student to return to their home country
- Where AICD offers deferment to the student where AICD believes it to be in the Students best interest to defer their study.

Stress due to the course workload is not considered to be a valid reason for deferment. Upon enrolment the student must make the commitment to studying.

AICD may approve an application on other grounds, provided that the application can be considered as being made on compelling or compassionate grounds.

To apply for deferment the Student and/or Parent or Guardian must put their application in writing, explaining the reasons for the application. Relevant evidence must be attached to the application. AICD may request further evidence in order to assess the legitimacy of the deferment application, this could include a secondary Doctor's assessment/evaluation by a Doctor selected by the College. Any costs involved in obtaining sufficient evidence will be at the expense of the Guarantor/s.

No action will be taken by the College until the written application for deferral is received. Verbal requests cannot be considered.

Deferment of study is not a deferment of payment for the Course Fees. The Student may not recommence study in the new Course intake if payment for the Course Fees is not up to date as per the original course enrolment agreement. No refunds will be granted if the Student does not take up the deferral within the specified time period.

A \$100 minimum administration fee will be charged for all deferrals, except if the deferral application is received prior to the course commencement date. This administration fee will be absorbed in any other charges that the student may need to pay for their deferral – i.e. if the student needs to pay to re-enrol and repeat units, or if the student pays for private tuition and assessment.

After the written application for deferment is received, the College will arrange for a meeting with the Student and Parent or Guardian/s to determine the details of the deferment. A Parent or Guardian must be present if the Student is under 18 years of age. If the Student is unable to attend the meeting, a Parent or Guardian or another representative elected by the Student or Parent or Guardian may attend the meeting. At this meeting the Student Services Manager will discuss the Student's progress in the Course in order to determine the point at which the Student will need to recommence studies in a future course intake. If there are any Units/Clusters that the Student has commenced but not successfully completed, options (and their associated costs) will be discussed.

Courses are generally offered at the beginning of the year and in some cases mid-year. Deferring students are to select two preferred options at the deferral meeting. Deferring students may only take an available position in a course within two (2) years from the date AICD's receipt of the deferral application. There is no guarantee that the offer or intake selected will commence or be available. Where the first preference cannot be offered the student will be offered their second preference.

Course commencement is always subject to a number of factors and availability for deferment uptake in the preferred intake cannot be confirmed until the week prior to commencement of the course. On commencement of the course the student will be sent a 'Deferment Uptake Form' which will specify the dates and times for the units that the student will need to complete and any costs (as calculated at the meeting). The student will then need to complete the 'Deferment Uptake Form' and submit back with payment to confirm their position in the course.

Institute policy, tuition fee structures, course structure and Commonwealth legislation may change during the period for which a student has deferred their course. In such cases students will be subject to the relevant changes and other requirements that are applicable upon commencement of study in the new course offer selected.

Deferral applications carry the condition that all course materials (including product and learning materials) supplied to deferring students up to the date of course deferral are used for the new enrolment where possible and if replacements should be required a fee could be involved.

## **Withdrawal**

Student's can withdraw from a course at any time (with approval from the Guarantor/s), although payment for the Course Fees must be made in full irrespective of the student's withdrawal from the Course.



Applications received in writing, 29 days (i.e. more than 4 weeks) or more prior to the course commencement date may be eligible for a refund of any Course Fees paid in advance, or excusal from payment of the Course Fees if sufficient evidence of illness or extreme personal hardship preventing the Student's participation in the Course is provided. Refunds in this case will be granted at the College director's sole discretion. The Course Deposit/Enrolment Fee are not considered to be part of the Course Fees and will not be refunded.

No action will be taken by the College until the written application for withdrawal is received. Verbal requests cannot be considered.

### **Course Transfers**

Course transfers are to be treated as withdrawal from one course and a new enrolment in another course offered by the College, unless the application for course transfer is received in writing 29 days (i.e. more than 4 weeks) or more prior to the course commencement. In this case the Student's enrolment will be transferred to the course of their choice (providing that there is a position available in the course selected). The Course Deposit/Enrolment Fee and any Course Fees paid towards the original course will be credited towards the selected Course.

## **VET FEE-HELP STUDENTS**

### **Refund Policy for the purposes of the VET FEE-HELP Assistance Scheme**

This refund policy applies to all students who are entitled to VET FEE-HELP assistance, even if they choose not to access it.

To be entitled to VET FEE-HELP assistance a person must be an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study.

The Australian Institute of Fashion Design Pty Ltd will repay to a student who is, or would be, entitled to VET FEE-HELP assistance any VET tuition fees that he or she may have paid for a VET Unit of study if the student withdraws from that unit on or before the relevant census date.

This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

Where a student withdraws from a VET unit of study after the relevant census date, any refund of VET tuition fees is at the discretion of the Australian Institute of Fashion Design Pty Ltd.

### **Additional Costs**

- Purchases of Equipment or Materials - The College sells selected products and materials to students. Our prices are usually lower than normal retail prices.
- Printing Accounts - Students may set up a printing account in order to print at the school. A \$25 minimum credit must be paid in order to set up an account. The printing account tallies the amount of printing/photocopying done by the Student throughout the year. Students will then receive an invoice for any printing done over and above any amounts paid towards their printing credit. If at the end of the Course the Student has not used their printing credit in full a refund will be issued for the amount of credit remaining. Printing prices are as follows (prices are subject to change): A4 B&W: 10c, A4 Colour: 50c, A3 B&W: 20c, A3 Colour: \$1
- Repair or Replacement of any equipment damaged or stolen as a result of the Student's failure to exercise proper and reasonable care.
- Private Tuition Fees - if a student has missed classes and requires private tuition to catch up on what was missed, private tuition may be arranged and will incur costs.

- Replacement Fee for a Student ID Card - \$25
- Event Participation Fees – such as the graduation event, costs will vary depending on the event.
- Replacement Fees - if a student is provided with any equipment or materials in order to complete the course and the student requires a replacement of these items (due to misplacement) a fee may be charged for the College to provide a replacement of the item to the student.
- Dishonoured Cheque Fee - \$50
- Cheque Cancellation Fee - if a refund cheque has been sent and a replacement cheque is required, AICD will have to cancel the original cheque before reissuing at a cost of \$50.
- Ezy pay Failed Payment Fees - Ezy pay will charge a failed payment fee (between \$10 - \$15) for each failed payment. If Ezy pay is unable to collect this, these fees are passed on to the College. The College will then charge these fees to the Guarantor/s.
- Interest Fees for Overdue Payments – 2.5% per month.
- Debt Collection Fees - any fees or charges associated with debt collection / legal action in relation to obtaining payment of the course fees (and any other fees/charged incurred) will be at the expense of the Guarantor/s.
- Deferral Fees – A \$100 minimum administration fee will be charged for all deferrals, except if the deferral application is received prior to the course commencement date. See the deferral policy for more information regarding possible costs.
- Course Transfer Fee - Course transfers are generally not accepted (In most circumstances they will be treated as withdrawal from one course and a new enrolment in another course), but in some limited circumstances they may be accepted by the College Directors. In this situation fees will apply and will be calculated based on how much of the Course the student has completed already, administration costs, equipment costs, and price difference in the courses.
- Replacement (or additional copies) of documents (such as Certificates, Transcripts of Results etc) - \$25 each.

## Student Review Procedures for Re-Crediting a FEE Balance

### Definitions

**The Act** refers to the *Higher Education Support Act 2003*

**Student:** Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access VET FEE-HELP for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

**Census Date:** A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.

**Tuition Fees:** Fees paid for a VET Unit of Study that is approved for VET FEE-HELP and applies to students who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

**Unit or VET Unit of Study:** A VET unit of study approved for VET FEE-HELP that a student may undertake with the Australian Institute of Fashion Design Pty Ltd, for which the student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

**DEEWR:** The Department of Education, Employment and Workplace Relations.

### **Incurring a VET FEE-HELP Debt**

A Student who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a Unit on or before the census date will not incur a VET FEE-HELP debt for the tuition fees for that Unit.

Students who have requested VET FEE-HELP Assistance who remain enrolled after the published census date will incur a VET FEE-HELP debt. A Student who withdraws from a Unit after the published census date for that Unit will incur a VET FEE-HELP debt for that Unit.

### **Re-crediting a FEE-HELP Balance**

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their FEE-HELP balance re-credited with respect to the Unit if they believe **special circumstances** apply in accordance with the following procedures.

#### **Special Circumstances**

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s.

The Australian Institute of Fashion Design Pty Ltd will re-credit the Student's FEE-HELP Balance if it is satisfied that Special Circumstances apply to the student that were:

- beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and

- these circumstances were such that it was impracticable for the Student to complete the requirements for the Unit in the period during which the student undertook or was to undertake the unit.

For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- a Student's incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

### **Re-credit of a Student's FEE-HELP balance - The process**

Each application for re-credit of a student's FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

The VET Manager is the designated VET FEE-HELP officer of the Australian Institute of Fashion Design Pty Ltd. The above officer is responsible for the assessment of a student's request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

1. A Student must apply in writing to the VET Manager, 14/475 Scottsdale Drive, Varsity lakes, 4227 QLD, within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. The Australian Institute of Fashion Design Pty Ltd has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.
2. The application for re-crediting a FEE-HELP balance must include details of the:
  - Unit(s) for which a Student is seeking to have a FEE-HELP balance re-credited and
  - special circumstances as referred to above, including supporting documentation.
3. The Australian Institute of Fashion Design Pty Ltd will consider each application within ten (10) working days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within ten (10) working days.

## Review of Decision

4. Where the Australian Institute of Fashion Design Pty Ltd makes a decision NOT to re-credit a student's FEE-HELP balance, that decision may be subject to review.
5. If a Student is not satisfied with the decision made by the Australian Institute of Fashion Design Pty Ltd, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
  - be made within 28 days of receipt of the original decision
  - include the date of the original decision
  - state fully the reasons for applying for the review
  - include any additional relevant evidence
6. Applications should be made in writing to The Chief Executive Officer, 14/475 Scottsdale Drive, Varsity lakes, 4227 QLD, as the designated Review Officer of any decisions relating to a request for re-crediting of a FEE-HELP balance.

Note: The Review Officer is senior to the designated VET FEE-HELP officer responsible for the original decision and was not involved in making the original decision to be reviewed.

7. The Review Officer will:
  - acknowledge receipt of the application for review of a decision in writing within 10 working days; and
  - inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.
8. The Review Officer will then:
  - review the information from the original decision and then assess any new evidence provided by the Student
  - provide written notice to the Student of the decision, setting out the reasons for the decision
  - inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

## Reconsideration by the Administration Appeals Tribunal

**At the time of the original decision, and at the time of the subsequent Review Decision,** the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

## AAT Details and Approximate Costs

(07) 3361 3000 (metropolitan area)  
1300 366 700 (country areas)  
(07) 3361 3001

[Brisbane.Registry@aat.gov.au](mailto:Brisbane.Registry@aat.gov.au)

Administrative Appeals Tribunal  
Level 4, Harry Gibbs Building  
Commonwealth Law Courts  
119 North Quay  
Brisbane QLD 4000

Administrative Appeals Tribunal  
GPO Box 9955  
Brisbane QLD 4001

Note: Full details of the application process and fees payable are available on the AAT Registry's website: [www.aat.gov.au](http://www.aat.gov.au). An application fee may have to be paid, in the amount of \$777 (2010-2011) and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of DEEWR, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon DEEWR's receipt of a notification from the AAT, DEEWR will notify the Australian Institute of Fashion Design Pty Ltd that an appeal has been lodged. Upon receipt of this notification from DEEWR, the Review Officer will provide DEEWR with copies of all the documents that are relevant to the appeal within ten (10) business days.

## Publication

This policy and the procedure is published on the Australian Institute of Fashion Design Pty Ltd's website ([www.aicdedu.com.au](http://www.aicdedu.com.au)) to ensure students have up to date and accurate information publicly available to them and is also available in the Student Handbook.

## Statement of VET Tuition Assurance

1. Under the provisions of *Schedule 1A of the Higher Education Support Act 2003 (HESA)* and Chapter 3 of the VET Provider Guidelines Australian Institute of Fashion Design PTY LTD [ABN: 99 115 686 014 / ACN: 115 686 014] must comply with the VET Tuition Assurance requirements. This is to protect students in the event that the Australian Institute of Fashion Design PTY LTD ceases to provide a VET course of study in which a student is enrolled. The meaning of 'ceasing to provide a VET course of study' is set out at paragraph 3.1.25 of the *VET Provider Guidelines*. A copy of these is available from: <http://www.deewr.gov.au/VetFeeHelp>.

2. In the event that Australian Institute of Fashion Design PTY LTD ceases to provide a VET course of study in which a student is enrolled the student is entitled to a choice of:
  - a) an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the “**VET Course Assurance Option**”);

**OR**

- b) a refund of his or her up-front VET payments for any VET unit of study that the student commences but does not complete because Australian Institute of Fashion Design PTY LTD ceases to provide the VET course of study of which the VET unit forms part (this is known as the “**VET Tuition Fee Repayment Option**”)
3. The Australian Institute of Fashion Design PTY LTD has met the VET tuition assurance requirements as specified in the VET Provider Guidelines through its current membership of the ACPET ASTAS-VET. Contact details for ACPET are:

***Queensland office (and Northern Territory support)***

*Lennox Commercial Tower, Level 26, 76 Queen Street, Brisbane Qld 4000*

*Ph: (07) 3210 1628 Fax: (07) 3210 6347 Toll-free in Queensland & NT 1800 657 644*

*Email [gld@acpet.edu.au](mailto:gld@acpet.edu.au)*

4. If the Australian Institute of Fashion Design PTY LTD ceases to provide a VET course of study, ACPET will send a student enrolled in the VET course of study a Written VET Tuition Assurance Offer (the Offer) advising the student of the options available under the VET tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected VET unit. ACPET will provide this Offer within twenty *Business Days* after it knows, or should know by reasonable enquiries that the Australian Institute of Fashion Design PTY LTD has ceased to provide the VET course of study.
5. For the purposes of VET FEE-HELP, all courses offered by Australian Institute of Fashion Design PTY LTD in accordance with the course requirements of clause 45 of Schedule 1A of the *Higher Education Support Act 2003* are covered by the ACPET ASTAS-VET (‘the Scheme’) as part of the Australian Institute of Fashion Design PTY LTD membership of the Scheme.



6. A student may choose either:

**The VET Course Assurance Option:**

7. Under the VET course assurance option, a student will be offered a place in a similar VET course of study by ACPET. If the student accepts this option ACPET will make all necessary arrangements to ensure a student is able to enrol with the Second Provider in the similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the Second Provider any VET tuition fee for any replacement VET units (that is, units that the student had commenced but not completed because the VET course ceased to be offered). A student will receive full credit from the Second Provider for any VET units of study successfully completed at the Australian Institute of Fashion Design PTY LTD.

The Second Provider nominated ACPET may have different VET tuition fees to the fees the student would have paid for VET units of study which were part of the VET course of study the Australian Institute of Fashion Design PTY LTD ceased to provide but which the student had not yet started studying.

8. A student is not obliged to enrol in a VET course of study with a Second Provider offered by ACPET under the VET Course Assurance Option. However, if he/she enrolls with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with the Australian Institute of Fashion Design PTY LTD or to offer replacement VET unit/s free of charge.

**OR**

**The VET Tuition Fee Repayment Option**

9. Under the VET Tuition Fee Repayment Option, ACPET undertakes to pay the student the total of any up-front VET payments already paid by the student for any VET units of study the student has commenced but not completed because the VET course ceased to be offered. Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted VET units.

**Publication**

The method this *Statement of VET Tuition Assurance* will be made public to students will be on Australian Institute of Fashion Design PTY LTD website ([www.aicdedu.com.au](http://www.aicdedu.com.au)). Australian Institute of Fashion Design PTY LTD will also advise students about where the *Statement of VET Tuition Assurance* may be obtained from as part of their enrolment information and is also included in the Student Handbook.

## **Employability Skills**

Employability skills are sometimes referred to as generic skills, capabilities or Key Competencies. The “Employability Skills for the Future” report released in 2002 indicated that business and industry require a broader range of skills than the previous skills identified by the Mayer Key competencies. The report further described facets for particular occupational and industry contexts and these facets are seen by employers as being dependant both in their nature and priority on an enterprise’s business activity.

The following table contains the Employability Skills facets identified in the report Employability Skills for the Future.

| <b>Skill</b>   | <b>Facets</b>   |
|--|---|
|  | Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.   |
| <b>Communication</b><br>that contributes to productive and harmonious relations across employees and customers | <ul style="list-style-type: none"> <li>• listening and understanding</li> <li>• speaking clearly and directly</li> <li>• writing to the needs of the audience</li> <li>• negotiating responsively</li> <li>• reading independently</li> <li>• empathising</li> <li>• using numeracy effectively</li> <li>• understanding the needs of internal and external customers</li> <li>• persuading effectively</li> <li>• establishing and using networks</li> <li>• being assertive</li> <li>• sharing information</li> <li>• speaking and writing in languages other than English</li> </ul> |

**Teamwork** that contributes to productive working relationships and outcomes

- working across different ages irrespective of gender, race, religion or political persuasion
- working as an individual and as a member of a team
- knowing how to define a role as part of the team
- applying teamwork to a range of situations e.g. futures planning and crisis problem solving
- identifying the strengths of team members
- coaching and mentoring skills, including giving feedback

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**Problem solving** that contributes to productive outcomes

- developing creative, innovative and practical solutions
- showing independence and initiative in identifying and solving problems
- solving problems in teams
- applying a range of strategies to problem solving
- using mathematics, including budgeting and financial management to solve problems
- applying problem-solving strategies across a range of areas
- testing assumptions, taking into account the context of data and circumstances
- resolving customer concerns in relation to complex project issues

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**Initiative and enterprise** that contribute to innovative outcomes

- adapting to new situations
- developing a strategic, creative and long-term vision
- being creative
- identifying opportunities not obvious to others
- translating ideas into action
- generating a range of options
- initiating innovative solutions

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**Planning and organising** that contribute to long and short-term strategic planning

- managing time and priorities - setting time lines, coordinating tasks for self and with others
- being resourceful
- taking initiative and making decisions
- adapting resource allocations to cope with contingencies
- establishing clear project goals and deliverables
- allocating people and other resources to tasks

- planning the use of resources, including time management
- participating in continuous improvement and planning processes
- developing a vision and a proactive plan to accompany it
- predicting - weighing up risk, evaluating alternatives and applying evaluation criteria
- collecting, analysing and organising information
- understanding basic business systems and their relationships

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**Self-management** that contributes to employee satisfaction and growth

- having a personal vision and goals
- evaluating and monitoring own performance
- having knowledge and confidence in own ideas and visions
- articulating own ideas and visions
- taking responsibility

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**Learning** that contributes to ongoing improvement and expansion in employee and company operations and outcomes

- managing own learning
- contributing to the learning community at the workplace
- using a range of mediums to learn - mentoring, peer support and networking, IT and courses
- applying learning to technical issues (e.g. learning about products) and people issues (e.g. interpersonal and cultural aspects of work)
- having enthusiasm for ongoing learning
- being willing to learn in any setting - on and off the job
- being open to new ideas and techniques
- being prepared to invest time and effort in learning new skills
- acknowledging the need to learn in order to accommodate change

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**Technology** that contributes to the effective carrying out of tasks

- having a range of basic IT skills
- applying IT as a management tool
- using IT to organise data
- being willing to learn new IT skills
- having the OHS knowledge to apply technology
- having the appropriate physical capacity

An Employability Skills Summary exists for each qualification and captures the key aspects of Employability Skills that are important to the job roles covered by each qualification level and these can be found in the information for the individual qualifications in which you are enrolled.

## Definitions & Glossary of Terms

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| <b>Accredited Course</b>                      | This is a course that has been accredited by a state or territory course-accrediting body and lead to an Australian Qualifications Framework qualification or Statement of Attainment                             |
| <b>Assessment</b>                             | The process of collecting evidence and making judgements on the nature and extent of progress towards, and achievement of, performance requirements set out in unit of competency.                                |
| <b>Australian Institute of Fashion Design</b> | Also referred to as the Institute and AIFD.   |
| <b>Authorised Person</b>                      | A designated staff member of the Australian Institute of Creative Design, appointed by the CEO, to perform the duties as specified in each instance of the Student Rules.   |
| <b>Award</b>                                  | Formal certification recognising that learning outcomes/competencies required for a programme have been met.  |
| <b>CEO</b>                                    | Chief Executive Officer of Australian Institute of Creative Design  |
| <b>Clustered Courses/Units</b>                | Courses/Units with the same Start of Study and Completion of Study dates, delivered concurrently as a 'clustered' group   |
| <b>Competency</b>                             | Comprises the specification and consistent application of knowledge and skills against the standard of performance required in employment as described in the relevant curriculum document/training package.      |
| <b>Competency-based Assessment</b>            | Assessment undertaken and a result awarded based on competency achieved or competency not yet achieved.   |
| <b>Competency-based Training (CBT)</b>        | A form of education and training which aims to produce a workforce with the skills and knowledge required by industry or commerce. It focuses on what a learner can do as a result of the education and training. |
| <b>Content Expert</b>                         | A formally qualified trainer/assessor who-  |

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|  | <ul style="list-style-type: none"> <li>• Satisfies the established requirements for assessing in a particular area and level of competency;</li> <li>• Knows the competency standards or learning outcomes to be demonstrated;</li> <li>• Knows current industry practices for the job or role against which performance is being assessed.</li> </ul>  |
| <b>Course/Unit (of Competency)</b>     | A specific learning segment, complete in itself, which deals with one or a number of elements of competency expressed as learning outcomes. A course/unit must be capable of being separately assessed and be capable of standing on its own.   |
| <b>Deferred Assessment/Examination</b> | An assessment/examination given to a student who has, through circumstances beyond their control, been unable to meet the assessment/examination requirements within the original period specified.   |
| <b>DIAC</b>                            | Australian Government Department of Immigration and Citizenship   |
| <b>Equity</b>                          | Essentially defined as fairness. For the Student Rules, it means people are provided with the opportunity to access, participate and successfully achieve their desired outcomes.   |
| <b>Exceptional Circumstances</b>       | <p>Examples of exceptional circumstances:</p> <p>All students: Verifiable illness or injury that prevents the student's ability to study.</p> <p>International students: immediate maternal/paternal grandparent/s, parent/s, sibling/s (off-shore) suffer a serious illness, or are subject to civil, military or political disturbance/s, requiring the student's return to their home country.</p> |
| <b>Fees and Charges</b>                | Any fee or charge for instruction, assessment or other services provided in or by the Australian Institute of Creative Design.  |
| <b>Formal Study</b>                    | Education or training obtained in a Recognised Training Organisation (RTO).   |
| <b>International Student</b>           | A student who is residing in Australia who is not an Australian citizen.  |
| <b>Trainer/Assessor</b>                | A person who provides systematic information, instruction or training about a subject or skill and assesses the student's   |

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|  | performance, skills and knowledge against a range of set criteria.  |
| <b>Mutual Recognition</b>                  | A commitment that the Institute will recognise the AQF (Australian Qualification Framework) qualifications issued by other RTO (Recognised Training Organisation) within Australia.   |
| <b>Outcomes (learning)</b>                 | The competency to perform the activities within an occupation or function to the standards expected in employment.  |
| <b>Premises</b>                            | In the context of these rules the following constitute the institute's premises:- <ul style="list-style-type: none"> <li>• Any part of the complex where the Institute operates from,</li> <li>• Any part of a building or structure</li> </ul>         |
| <b>Procedural Matter</b>                   | A dispute or question relating to the academic processes or procedures adopted in, arriving at, or reaching an academic decision.   |
| <b>Recognition of Prior Learning (RPL)</b> | The acknowledgement of a student's current skills and knowledge obtained through: <ul style="list-style-type: none"> <li>• Life experience and/or</li> <li>• Education and/or</li> <li>• Work experience and/or</li> <li>• Previous training</li> </ul> |
| <b>Result of Assessment</b>                | A formal statement issued by the Institute to a student recognising results for one or more courses/units.  |
| <b>Special Consideration</b>               | Specific, peculiar or out of the ordinary facts or circumstances taken into account in the decision, assistance or assessment processes.  |
| <b>Student</b>                             | Any person who is enrolled with the AICD or who is attempting enrolment with the Institute.   |
| <b>Submitted</b>                           | Presented for consideration or decision either hardcopy or via electronic media format.   |
| <b>Supplementary Assessment</b>            | In addition to competency based assessment and considered after competency has been achieved. A result awarded (Distinction, Credit) based on assessment and commitment to study.   |

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| <b>Training Package</b>              | A set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people's skills, developed by industry to meet the training needs of an industry or group of industries.  |
| <b>Transfer Credit</b>               | A process to formally recognise a student's achievement in previous study against units in their current study. Transfer credit can only be granted if equivalence between their previous study and their current study can be determined through a formal process. |
| <b>VET Unit of Study</b>             | A unit that is part of a course of study leading to a VET award at the diploma, graduate certificate or graduate diploma level.   |
| <b>VET-FEE Help Eligible Student</b> | A student who is an Australian Citizen or the holder of a permanent humanitarian visa; meets the tax file number requirements; and has not exceeded the FEE-HELP limit.   |