



AUSTRALIAN INSTITUTE
OF CREATIVE DESIGN

Domestic Student Handbook
2011

Student Handbook

ã Australian Institute of Creative Design
Phone: (07) 55 938 335
Fax: (07) 55 938 336
Email: admin@aicdedu.com.au
Web: www.aicdedu.com.au

Table of Contents

CONTACT INFORMATION	1	<i>Assessment Codes</i>	12
HEAD OFFICE AND MAIN GOLD COAST CAMPUS:	1	<i>Key to grades:</i>	12
ACACIA CAMPUS GOLD COAST LOCATION:	1	AICD SUPPLEMENTARY ASSESSMENT POLICY	13
BRISBANE CAMPUS LOCATION :	1	ASSESSMENT TASKS	13
AUSTRALIAN INSTITUTE OF CREATIVE DESIGN STRUCTURE	2	STUDENT COMPLAINTS AND APPEALS	13
FLOWCHART SHOWING INSTITUTE STRUCTURE	6	STUDENT COMPLAINT PROCESS	14
STUDENT ORIENTATION	7	ASSESSMENT & RE-ASSESSMENT POLICY & PROCEDURE	17
THE AICD COMMITMENT TO YOU	7	ACADEMIC APPEAL PROCEDURE	18
YOUR COMMITMENT TO THE AUSTRALIAN INSTITUTE OF CREATIVE DESIGN	7	ACADEMIC APPEALS COMMITTEE	19
LANGUAGE, LITERACY AND NUMERACY	8	POLICY FOR CHEATING AND PLAGIARISM	20
WELFARE & GUIDANCE SERVICES	8	POLICY ON ACCESS AND EQUITY	21
ACCESS TO YOUR PERSONAL DETAILS	8	<i>AUSTRALIAN INSTITUTE OF CREATIVE DESIGN</i>	22
STUDENT IDENTIFICATION CARD	8	STUDENTS	23
ACCOMMODATION ADVICE	9	RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S AND TRANSFER CREDIT	23
PHOTOGRAPHIC RIGHTS / USE OF WORK	9	RPL (RECOGNITION OF PRIOR LEARNING) REQUIREMENTS	24
STUDENT CODE OF CONDUCT	9	FAILED SUBJECT FEES	25
MOBILE PHONES	10	REFUND POLICY	26
EATING OR DRINKING IN CLASS / SMOKING	10	PAYMENT PLANS	28
CLASSROOM RESPONSIBILITIES	10	ADDITIONAL COSTS	28
<i>Disruptive Behaviour</i>	10	DEFERMENT, WITHDRAWAL & COURSE TRANSFERS POLICY	29
OUTSTANDING PAYMENTS	10	DEFERMENT	29
WORKPLACE HEALTH & SAFETY	11	WITHDRAWAL	31
EMERGENCY PROCEDURES	11	COURSE TRANSFERS	32
COURSE DELIVERY	11	EMPLOYABILITY SKILLS.....	32
DELIVERY MODES	11	DEFINITIONS & GLOSSARY OF TERMS	36
TIME FRAMES	12		
ASSESSMENT OVERVIEW	12		
ASSESSMENT STRATEGY:	12		

Australian Institute of Creative Design

Contact Information

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

Email: admin@aicdedu.com.au

Web : 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 1414 and 1010 Acacia (1 Acacia Crt)

Cnr Scottsdale Drv and Firebird St, Varsity Lakes QLD 4227

Phone : (07) 55 808 459

Brisbane Campus Location :

29 Baxter St, Fortitude Valley QLD 4006

Phone : (07) 38 541 395

Fax : (07) 38 541 396

Australian Institute of Creative Design Structure

Board of Directors

- Business Planning and Strategic Plan
- Meetings with Managers
- Setting Department Budgets and Targets

Chief Executive Officer:-

- Reviews audit findings
- Ensures that all staff implement policies and procedures for AIFD
- Determines marketing strategy and approves advertising,
- Delegates authority,

VET Educational Manager:

- RTO Compliance & Reporting
- Policies & Procedures
- Audits
- Quality
- Overall Program Design and Planning
- Timetables
- Meetings with Managers and Directors
- New Course Development
- Continuous Improvement

Training Administration Manager

- Dealing with Education Program Managers and Trainers & Assessors in develop and preparing assessment items and DAG's
- Contribute to the design and preparation of teaching & learning resources

- Planning and development of assessment items
- Ensuring trainers submit required paperwork – rolls, assessment feedback/results etc.
- Reports to VET Education Manager

Training & Quality Manager

- Evaluating training programmes
- Assisting managers & trainers to solve specific training problems
- Trainer reviews & feedback
- Staff Professional Development
- Report to VET Education Manager
- Working closely with the Training Administration Manager
- Meetings with Education Program Managers

Student Services Manager

- Maintain student records – attendance, results, contact details etc in database
- Contacting students (and their parents/guarantors when applicable) at academic risk
- Student feedback surveys
- Handle student enquiries and complaints
- Providing support for students
- Reports to VET Education Manager
- Meetings with Education Program Managers and T&A Staff
- Student Progress Meetings

Education Program Managers

- In charge of overall programme design
- Oversee trainers & assessors and give feedback to Training & Quality Manager, Training Administration Manager and Student Services Manager

- Timetables
- Advising VET Education Manager & Board of Directors of Resource Requirements
- Meetings with Vet Education Manager, Training Administration Manager & Training Quality Manager

Financial Manager

- Payroll and Accounts Payable
- Accounts Receivable
- Debt Collection
- Preparation of BAS etc
- Refunds

Marketing Manager

- Preparation of Course Information Sheets
- Maintenance of Website
- Careers Expos and School Careers Days
- Booking & Designing Advertisements

Short Course Education Manager

- Scheduling short courses and arranging teachers
- Preparation of course materials, resources & certificates

Administration Coordinator

- Handling prospective student enquiries – phone and email.
- Processing course applications and enrolments
- Following up on previous enquiries

Distance Course Manager

- Receipt of students work and directing to appropriate tutors for marking.
- Taking accurate records of work received and sent

- Ensuring marking is completed within the applicable timeframe by tutors.
- Posting back student's work and feedback with next tutorial if applicable
- Preparing and packaging tutorial packs and equipment
- Directing student emails to appropriate tutors.

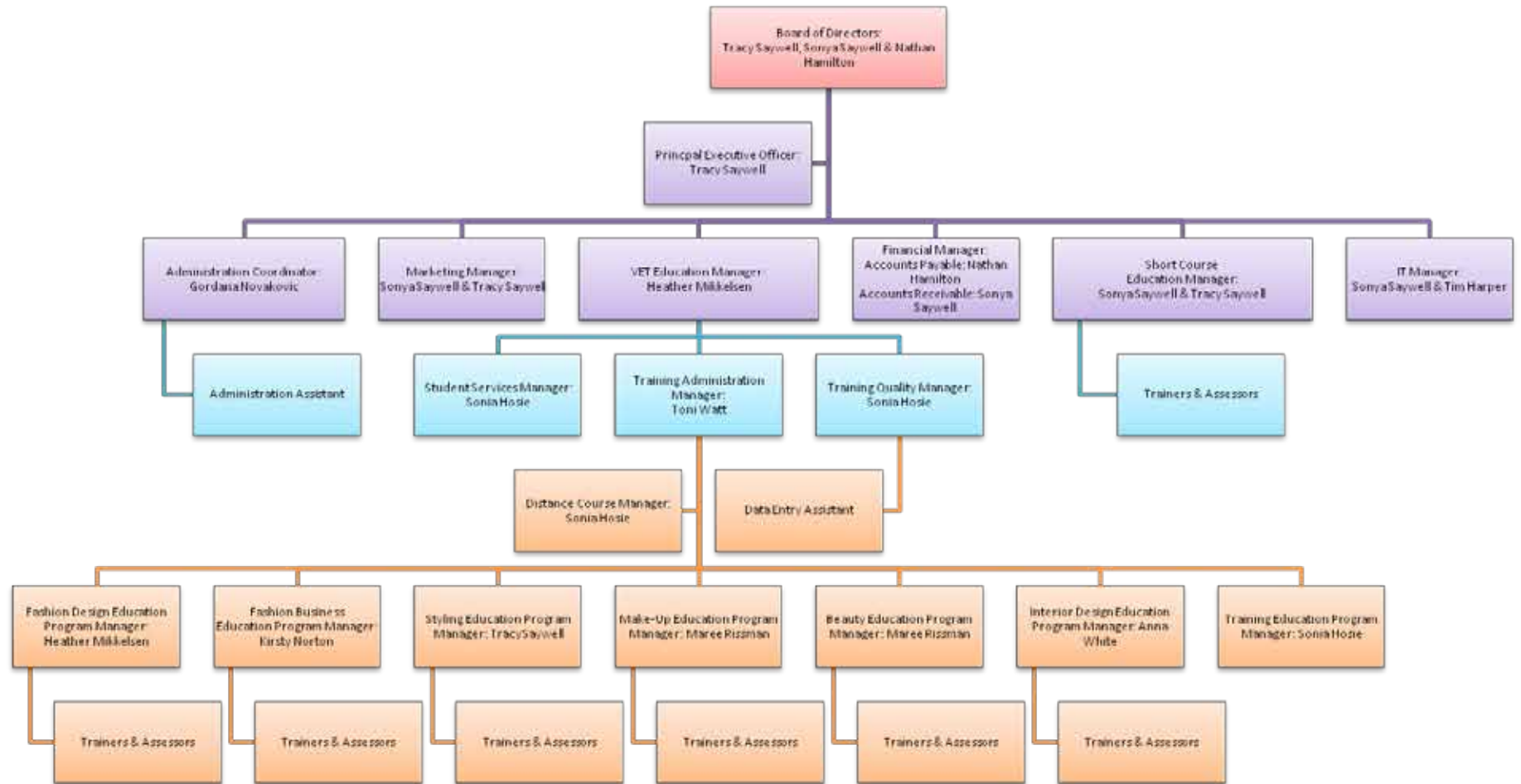
Data Entry Assistant

- Scanning and filing of documentation
- Maintain student records management system

IT Manager

- Setup and Maintenance of Computers, Network and User Accounts
- Servicing computers
- Annual clean-up and set-up of student profile (colour) accounts
- Software licensing
- IT support

Flowchart showing Institute Structure



Student Guidelines and Policies

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 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 lecturers 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 is 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 lecturers; 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 Student Services. The Gold Coast Institute of TAFE is our preferred provider for external educational support.

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 Student Services.

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.
- Twenty-four to forty-eight hours notice may be required for this service.

Student Identification Card

Full time students will be issued with a student identification card on enrolment and full payment of fees. This number will be your identification code for roles, assessment tasks, result notices and fees. Your student identification number must be kept confidential. The student identification card may also give you discounts at selected participating businesses.

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.

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 photo's/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.

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 lecturer of where you are going and how long you think you will be.

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 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 Trainer/ 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 administration and/or your lecturer.

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 lecturers or other students will result in a warning letter addressed to 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. Your parents 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. Lecturers 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 lecturers 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 Delivery and Assessment Guide
- You will be provided with a Delivery and 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 lecturer.

Time Frames

Lecturers 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 lecturers 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 at least 80% attendance rates. Missing more than 20% of any one unit of competency will seriously disadvantage your ability to achieve competency in that unit and could result in you re-enrolling and paying for the unit again.

Any absences, especially on an assessment date **MUST** be justified by the submission of a medical certificate 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. For further information regarding the Assessment and Re-Assessment Policy and Procedure refer to the student manual.

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.

Assessment tasks

- Students must complete a Submission of Assessment task form that they will find at the back of the relevant Delivery and Assessment Guide and hand this in with all work that is submitted for assessment.
- Late assessment tasks will not be accepted. (It may be better to hand in an incomplete assessment task than not hand in one at all).
- Student wishing to apply for an extension must do so *prior* to the due date and use the appropriate form (access from lecturer or Administration).
- An application for assessment will not automatically result in a student being granted an extension if the lecturer feels that the student has misused class time or had unexplained absences for the unit or cluster (no medical certificates supplied).
- The deadline for an assessment task lies within the allocated class time for that assessment and not any other time during the day.
- All assessment tasks must be marked as satisfactory in order to be considered competent.

Student Complaints and Appeals

It is the Institute's aim that students participate in a quality educational and a rewarding personal experience. Students concerned about the application or contravention of the principles outlined in this Student Code of Conduct (and the policies which underpin these principles) should be aware that compliant procedures exist to deal with inappropriate conduct, such as sexual harassment, discrimination and harassment and breaches of personal privacy.

More generally, students with concerns regarding the conduct of teaching staff can consider taking the following steps: - (for greater detail see the Institute Student Complaint Process)

1. Students may approach the Student Services Manager or another staff member and must put their complaint in writing;
2. The Student Services Manager has broad responsibility for student course participation in the Institute and will endeavour to conciliate or mediate an outcome which addresses student concerns. In dealing with complaints, consideration will be given to issues such as maintaining student confidentiality in individual cases;
3. Where students remain dissatisfied following the initial handling of their complaint, they may consider taking their complaint to Level 2 and the Institute CEO will handle the complaint process and will have the final responsibility for handling the complaint process.

The Student Services officer is available to provide assistance and advice concerning study-related matters and processes, including complaints and appeal mechanisms. Students are encouraged to contact the Student Services Officer to discuss concerns they have, before taking the steps outlined above.

Student Complaint Process

Overview:

This is designed to ensure the prompt resolution of student complaints within the Australian Institute of Creative Design (AICD). It applies to all complaints raised by students enrolled at AICD except:

1. Sexual Harassment
2. Appeals against academic results which are managed through a separate process outlined in the student manual.

A complaint is defined as a cause of dissatisfaction where the student has an honest belief, based on reasonable grounds, that an administration decision or the behaviour of another student or staff member is unfair and/or unreasonable.

Responsibilities:

1. Student Services Manager
 - 1.1. Manage the Level 1 process outlined in this Complaint Process
 - 1.2. Investigate the complaint and make a determination in a timely manner (Refer Actions)
 - 1.3. Maintain accurate records of all issues and outcomes
2. Chief Executive Officer
 - 2.1. Manage the Level 2 Process outlined in this Complaint Process

- 2.2. Investigate the complaint that was unable to be resolved by the Student Services Manager and make a determination
- 2.3. Document accurate records of all issues and outcomes which will be filed with the student/staff records
- 2.4. Offer external complaint resolution options.

Actions:

Throughout the complaint process all matters/documentation relating to the complaint are to be treated in a prompt and confidential manner and all parties involved are to participate as normal in the Institute activities.

Level 1 Complaint Process

Timeframe: If levels 1 or 2 remain un-finalised after 10 working days from each respective date of lodgement, the parties to the complaint are to be provided with information about the status of the complaint and the planned date of finalisation.

If Level 1 remains un-finalised after 15 working days from the date of lodgement, the initiating party may proceed to Level 2 unless otherwise agreed.

1. The individual making the complaint must put it in writing.
 - 1.1. The written complaint is directed to the Student Services Manager. If the complaint is against the Student Services Manager another Institute staff member must be present to document the complaint.
 - 1.2. The Student Services Manager is to interview the initiating person, listen to the complaint and explain the options/process to them.
 - § NB: Special consideration for people with special needs or under 18 years may be required.
 - § NB: Any party to the complaint may request the presence of an observer at any meeting.
 - 1.3. The Student Services Manager is to interview the person who is the subject of the complaint clearly outlining the nature of the complaint and who has lodged the complaint.
 - 1.4. The Student Services Manager takes appropriate action to resolve the complaint. This may include:
 - § Assessing the validity of information; and/or
 - § Making enquiries; and/or
 - § Reviewing reasons for an administrative action.
 - 1.5. Other actions may include:
 - § Meeting with the two parties,
 - § Explaining why actions occurred, etc.
 - 1.6. The initiating person and the subject of the complaint decide whether the complaint has been resolved
 - 1.7. The Student Services Manager will provide feedback to both parties. The process will then be completed
 - 1.8. If the initiating party or the subject of the complaint does not believe that the complaint has been resolved, the Student Services Manager may bring both parties together to interview and attempt to resolve the complaint.
 - 1.9. The initiating person and the subject of the complaint decide whether the complaint has been resolved

- 1.10. The Student Services Manager will provide feedback to both parties. The process will then be completed
- 1.11. If the initiating person and the subject of the complaint wish to continue the process, the complaint will move to Level 2 of this process

Level 2 Complaint Process

2. The Student Services Manager will forward all documentation relating to the complaint to the Chief Executive Officer.
 - 2.1. The CEO is to investigate the complaint by reading the supplied documentation.
 - 2.2. The CEO may interview all parties involved in the complaint to attempt to resolve the complaint. A professional mediation service could be used- any costs to be borne by the complainant.
 - 2.3. The initiating person and the subject of the complaint decide whether the complaint has been resolved
 - 2.4. The CEO will provide feedback to both parties and document accurate records of all issues and outcomes. These documents will be filed with the staff members file (if the subject of the complaint was an AICD staff member) or the student's file. The process will then be completed
 - 2.5. The CEO will provide both parties with information about other external complaint resolution options and document accurate records of all issues and outcomes.

Assessment & Re-assessment Policy & Procedure

Assessment tasks must be submitted to the lecturer **BY THE DUE DATE** specified for a result to be recorded, unless an extension has been granted.

1. Extensions will only be granted due to personal illness, or for other extenuating circumstances:-
 - o The student must approach the lecturer concerned well before the due date;
 - o Formal requests for extensions must be submitted in writing 48 hours prior to the advised deadline;
 - o Length of extension is at the discretion of the lecturer;
 - o Doctor's certificates must be produced to verify illness (or other documentary evidence, where applicable).
2. Students are responsible for:
 - o Complying with the assessment task submission process as determined by their lecturer;
 - o Collecting, arranging feedback and negotiating resubmission of the assessment task;

- The retention and resubmission of the assessment task (if a re-evaluation is required).
3. Students must properly acknowledge all information sources.
 4. Students failing to submit their assessment task/assessment item by the due date, without an extension, will be awarded an unsuccessful result for that assessment.
 5. Students submitting an assessment item by the due date, but it is marked "Unsatisfactory" may request a 'resit'. Only one 'resit' will be granted for each assessment task.
 6. Students failing to submit their resit assessment task by the due date will be awarded a final unsuccessful result for that assessment task and must re-enrol to gain competency.
 7. Students wishing to challenge the result of an assessment must do so in writing as per the reassessment policy outlined below.

Students who are not assessed as being 'competent' in a unit **MUST RE-ENROL** in the competency if they wish to be considered eligible for the qualification for which they are enrolled.

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

Academic Appeal Procedure

General Information:

A student seeking to appeal against an academic decision relating to a course/unit or assessment(s) shall have the following avenues of appeal:-

- Within 2 days of receiving their statement of results from the Institute, a student should make an informal approach to the lecturer/supervisor concerned (this may be dealt with as re-evaluation, refer point 5 above);
- If the lecturer is on leave the student should place the request in writing and ensure it is received by the VET Education Manager within 7 days.

If the student is dissatisfied with the decision of the lecturer the student shall have a further right to appeal to the VET Education Manager -

- This must be in writing and lodged within 7 days of their re-evaluation; and
- Must be accompanied by payment for re-evaluation.
- If the original result is upheld, the student must re-enrol in the unit/course if they wish to still be considered for competency.
- If the student is found competent they are refunded their re-evaluation fee.

If the student is still not satisfied they have the right to appeal to the CEO

- This must be done in writing and lodged within 7 days of their re-evaluation notice.

If the student is still not satisfied with the decision of the CEO the student has the further right to appeal to the Academic Appeals Committee;

- The notice of appeal should be in writing addressed to the CEO for referral to the Chairperson of the Academic Appeals Committee and submitted within 7 days of the initial decision of the Institute Manager.
- If the appeal is not lodged in the specified time, the result will stand and the student must re-enrol in the course/unit and undertake new assessment.

The institute has the following responsibilities in regard to all Academic Appeals:

- All student academic appeals will be handled in confidence and the results will not be made public to any third party;
- The VET Education Manager will keep the student informed of the progress of their appeal and give an expected time frame for its review;
- Record the nature of the student academic appeal, the cause of the appeal, the measures taken to rectify the cause of the appeal, and develop an action plan to improve the situation; and
- The academic review process should be finalised within 7 days of receiving the original academic appeal and the student will be informed of the appeal result in writing

If the student is not satisfied with the result of their academic appeal they further have the right to take their appeal to the academic appeals committee and they will be informed of their rights and avenues in writing.

Academic Appeals Committee

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

- The VET Education Manager,
- One lecturer 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 lecturer 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 Education 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 Education 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.

Policy on Access and Equity

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 Vocational Education, Training and Employment Act 2000 QLD and the QLD Anti-discrimination Act 1991.

Purpose

The purpose of this Access and Equity Policy is to set a framework to facilitate access and participation within the Australian Institute of Creative Design for all people wanting to develop a career in the Fashion Industry. Discrimination is prohibited on the following grounds:

- Sex;
- Relationship status;
- Pregnancy;
- Parental status;
- Breastfeeding;
- Age;
- Race;
- Impairment;
- Religious belief or activity;
- Political belief or activity;
- Trade union activity;
- Lawful sexual activity;
- Gender identity;
- Sexuality;
- Family responsibilities;
- Association with, or relation to, a person identified on the basis of any of the above attributes.

Prohibitions in education area- an educational authority must not discriminate in the education area if a prohibition in the following applies-

- Discrimination by educational authority in prospective student area- applications for admission; and
- Discrimination by educational authority in student area- in variations of student enrolment, limiting or denying access, excluding a student or treating a student unfavourably in any way in connection with the student's training or instruction.

This policy applies to all students, lecturers, employees and administrators who are connected with the training programmes offered by the AICD. It is based on the following principles and objectives.

Principles

1. Equity for all people through the fair allocation of resources, time and involvement in the vocational education and training offered by the AICD,
2. Equity of opportunity within the AICD for all people,
3. Access to quality vocational education and training for all people at the AICD,
4. Opportunities for all people involved in the AICD to participate in relevant decision making processes and services offered by the AICD.

Objectives

1. To actively incorporate access and equity principles and practices in the key processes affecting the outcomes for students in the AICD,
2. To achieve equitable access to the AICD services and programmes for all potential students,
3. To include all stakeholders and interested parties in the AICD the opportunity to participate in relevant decision making processes.
4. To encourage positive outcomes for the students of the AICD by developing processes that enable them to participate successfully in these programmes,
5. To offer quality support services which enhance the student's ability to achieve positive outcomes,
6. To develop effective links with relevant agencies that represent minority groups in order to facilitate the full participation of all people enrolled in study at the AICD to achieve positive outcomes.

Implementation

As this Access and Equity policy will underpin and inform all practices of the Australian Institute of Creative Design and the training offered by the Institute, it should be used and considered by all teaching staff, students, administrators and interested stakeholders involved with the AICD. The following outlines the rights and responsibilities of all interested stakeholders.

AUSTRALIAN INSTITUTE OF CREATIVE DESIGN

Rights:

1. 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.
2. Lecturers and Administration of the AICD have a reasonable expectation that they will be fully informed of all specific needs of students to facilitate their full participation.

Responsibilities:

1. Teaching staff are expected to create a climate whereby the contributions of students are valued and where learning is supported.
2. Teaching staff have the responsibility to make reasonable adjustments of students with particular requirements.

3. Where issues arise regarding the progress of a student the Institute has a responsibility to communicate concerns with the student and where a third party is responsible for the payment of fees, also that third party.

Students

Rights:

1. Students have the right to expect that they will be treated with dignity and respect and that the educational environment will be inclusive,
2. That reasonable requests for assistance will be responded to in a supportive manner, and
3. Have the right to have their views heard and considered when policies relating to them are being developed.

Responsibilities:

1. Students have the responsibility to discuss with teaching staff any particular requirement that they may need in order to assist them in their study. They then have a responsibility to actively participate in the process of solving how their requirements are met.
2. Once support requirements have been identified students have the responsibility to accept and utilise this support.
3. Students have a responsibility to treat all other student and staff with fairness and respect.

Support

The office of Student Services is available for confidential discussions with students and to offer support and to provide assistance to students with any special educational needs that may prevent their development of their full potential. Where problems exist outside the scope of this office the student will be referred to outside agencies for the assistance that they require.

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

The Australian Institute of Creative Design recognises the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organization (RTO). Students who have completed study at another institute may apply to have their results recognised against the qualification they are enrolled in and may apply for credit transfer of this study. If the units of competency gained elsewhere are the same as the units being offered by the AICD, students will receive a direct credit for these units. Units of competency from older qualifications will be mapped against relevant transition guides and if comparable will also be granted direct credit. Other study will go through the RPL process outlined below.

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 lecturer or Administration. Application forms are obtained from Administration.

The cost of an RPL application is the same cost as enrolment in that 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.

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 lecturer/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, they will be required to re-enrol in that unit of competency and attend classes again or attempt another resubmission of their work if the student wishes to have their qualification recognised. Re-enrolment will incur payment for tuition fees for the failed unit of competency based on delivery of contact hours.

Refund Policy

The Australian Institute of Creative Design (AICD) only accepts a limited number of students in a class. In most cases a maximum of 12 students per class is accepted.* 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.

*Class sizes will vary for each course and AICD reserves the right to accept additional students if it deems appropriate.

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 student's 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 it's 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 Centerlink 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 Centerlink on student's enrolment status if and when a student's attendance drops below 75% of full time study. If you claim payments from Centerlink and do not notify them of any changes to your enrolment status you may be fined and required to pay back any payments received.

Date/Situation	Payment Due / Refund Given
Course Enrolment	Payment of the non-refundable Course Deposit. Guarantor/s become liable for payment of the full course fees.
29 Days or more Prior to Course Commencement	<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>
28 Days Prior to Course Commencement or After	<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>
14 Days Prior to Course Commencement	<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 Ezypay Form must be returned by this date.</p> <p>No refunds given.</p>
Course Start Date	<p>Any outstanding monies are to be paid immediately. Ezypay Form's must be submitted immediately.</p> <p>No refunds given.</p>
Course Withdrawn by AICD prior to Commencement Date	Full refund including the Course Deposit.
Course Cancelled by AICD after Commencement	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.

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. Student's 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.
- Late Assessment Submission Marking Fee - if a student does not submit their assessment by the deadline (and has not been approved for an extension) a \$50 late marking fee must be paid in order to cover payment to the assessor to mark their assessment separately.
- 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

Students 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.

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.

Skill	Facets
	Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
Communication that contributes to productive and harmonious relations across employees and customers	<ul style="list-style-type: none">• listening and understanding• speaking clearly and directly• writing to the needs of the audience• negotiating responsively• reading independently• empathising• using numeracy effectively• understanding the needs of internal and external customers

- persuading effectively
- establishing and using networks
- being assertive
- sharing information
- speaking and writing in languages other than English

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

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

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

Planning and organising that

- managing time and priorities - setting time lines, coordinating tasks for self and with others

contribute to long and short-term strategic planning

- 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

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

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

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

Accredited Course	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
Assessment	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.
Australian Institute of Fashion Design	Also referred to as the Institute and AIFD.
Authorised Person	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.
Award	Formal certification recognising that learning outcomes/competencies required for a programme have been met.
CEO	Chief Executive Officer of Australian Institute of Creative Design
Clustered Courses/Units	Courses/Units with the same Start of Study and Completion of Study dates, delivered concurrently as a 'clustered' group
Competency	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.
Competency-based Assessment	Assessment undertaken and a result awarded based on competency achieved or competency not yet achieved.
Competency-based Training (CBT)	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.
Content Expert	A formally qualified assessor/lecturer who- <ul style="list-style-type: none"> · Satisfies the established requirements for assessing in a particular area and level of competency; · Knows the competency standards or learning outcomes to be

	<p>demonstrated;</p> <ul style="list-style-type: none"> Knows current industry practices for the job or role against which performance is being assessed.
Course/Unit (of Competency)	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.
Deferred Assessment/Examination	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.
DIAC	Australian Government Department of Immigration and Citizenship
Equity	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.
Exceptional Circumstances	<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>
Fees and Charges	Any fee or charge for instruction, assessment or other services provided in or by the Australian Institute of Creative Design.
Formal Study	Education or training obtained in a Recognised Training Organisation (RTO).
International Student	A student who is residing in Australia who is not an Australian citizen.
Lecturer/Trainer & Assessor	A person who provides systematic information, instruction or training about a subject or skill and assesses the student's performance, skills and knowledge against a range of set criteria.
Mutual Recognition	A commitment that the Institute will recognise the AQF (Australian Qualification Framework) qualifications issued by other RTO (Recognised Training Organisation) within Australia.
Outcomes (learning)	The competency to perform the activities within an occupation or function to the standards expected in employment.

Premises	In the context of these rules the following constitute the institute's premises:- <ul style="list-style-type: none"> · Any part of the complex where the Institute operates from, · Any part of a building or structure
Procedural Matter	A dispute or question relating to the academic processes or procedures adopted in, arriving at, or reaching an academic decision.
Recognition of Prior Learning (RPL)	The acknowledgement of a student's current skills and knowledge obtained through: <ul style="list-style-type: none"> · Life experience and/or · Education and/or · Work experience and/or · Previous training
Result of Assessment	A formal statement issued by the Institute to a student recognising results for one or more courses/units.
Special Consideration	Specific, peculiar or out of the ordinary facts or circumstances taken into account in the decision, assistance or assessment processes.
Student	Any person who is enrolled with the AICD or who is attempting enrolment with the Institute.
Submitted	Presented for consideration or decision either hardcopy or via electronic media format.
Supplementary Assessment	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.
Training Package	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.
Transfer Credit	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.